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LETTER FROM MARCOS GALPERIN

Hope is the confidence that something good will happen. A positive feeling that, when accompanied by action, allows us to overcome adversity. The last two years—marked by an unprecedented global pandemic—have undoubtedly put this human capacity to the test: the ability to project a future horizon better than the current one, trusting that “the best is yet to come.” For us, this is much more than a slogan: it is the power that drives us.

For the purposes of reinforcing the impacts that matter, we have deepened our collaboration with our strategic partners, our customers, and stakeholders, achieving a multiplier effect in the generation of value that makes us proud: today, close to 900,000 families in the region derive their main economic livelihood from our platform, which at the same time generates an average of six direct jobs per hour.

This multiplier effect is magnified by the more than 500,000 SMEs we work with: six out of ten of them are family projects. And one in four is led by a woman.

We were able to help hundreds of thousands of these SMEs to recover by providing technologies and solutions that facilitated their rapid adaptation to the new context. In 2021, more than 1,000 million products were sold on our platform, representing sales over USD 28.300 million.

We continued working to strengthen the democratization of payments and the expansion of new financial services promoted by Mercado Pago, favoring inclusion and promoting formalization. We reached 515 million unique fintech users, and 3254 million transactions were carried out securely.

Mercado Crédito continued to prove itself as a source of financing for those who had never before had access to credit in the traditional banking system, exceeding USD 3,800 million in loans granted in Mexico, Brazil, and Argentina, with a strong inclusion effect: 50% went to SMEs that had never received financing before.

With Mercado Envíos, we managed to deliver packages throughout the region within 24 hours. Advances in the speed and delivery capacity of our network are transforming the e-commerce experience and delivering on our promise to close socioeconomic and geographic gaps.

In 2021, we opened new warehousing and distribution centers in Mexico and Brazil, representing about 600,000 m² and generating more than 7,000 new jobs.

In 2021, we also reinforced our long-term commitment to the sustainability agenda with the issuance of our first Sustainability Bond, raising a total of USD 400 million that will allow us to accelerate our investments in initiatives to reduce our environmental footprint, boost financial inclusion, and drive empowerment through education.

The Regenera América program is a clear demonstration of this commitment: an initiative that promotes the regeneration and preservation of Latin America’s iconic biomes, helping to ensure their carbon capturing capacity, essential to mitigating the climate crisis and protecting our biodiversity. We started with the Atlantic Forest in Brazil, with two projects aimed at restoring more than 3,000 hectares.

We also accelerated our sustainable mobility agenda. In 2021, we quintupled our fleet of electric vehicles and migrated two of our main distribution centers in Brazil to 100% renewable energy: Cajamar and Louveira.

We remain committed to generating opportunities in the communities where we operate, accompanying social organizations and working with different education and technology organizations to open the doors of the knowledge industry to many more people. More than 5,000 boys and girls were trained and introduced to the world of technology to discover new possibilities for the future.

Twenty-two years ago, from a garage in Buenos Aires, we set out to democratize electronic commerce and payments in the region. In this report, we share the progress of our commitments, progress that would be unthinkable without the team of more than 29,000 people who today are our greatest #OrgulloMELI (MELI Pride).

We are proud of our progress and are certain that this is a journey that is just beginning and, at the same time, ensures that we are acting today for the best to come.
ABOUT THIS REPORT

01

ABOUT THIS REPORT
ABOUT THIS REPORT

This report has been prepared in line with the IR International Framework developed by the International Integrated Reporting Council and in accordance with the Comprehensive option of the Global Reporting Initiative Standards. In addition, the Sustainability Accounting Standards Board (SASB) Materiality Map was used to report the relevant indicators for the e-commerce industry.

This document represents our tenth reporting exercise. It describes the activities related to the sustainability management of MercadoLibre, Inc. and includes its controlled companies. The report covers activities carried out from January 1 to December 31, 2021. During this period, the company has not undergone relevant organizational changes that affect comparability. The company established an annual reporting periodicity for its sustainability reports. The previous report released corresponds to the 2020 fiscal year.

LANGUAGE

Mercado Libre recognizes all gender identities, promotes their freedom of expression and rejects any type of discriminatory or sexist practice.

For the Spanish version of the report, the form of masculine nouns, adjectives and pronouns was used not only to refer to individuals of that sex, but also, in appropriate contexts, to refer to everyone regardless of their sex.

The use of this resource is related to the transparency of the contents in relation to the GRI and SASB indicators, as well as to facilitate comparability between periods and with the industry.

CONTACT

If you have any questions or comments about our Impact Report, please write to us at sustentabilidad@mercadolibre.com
MATERIALITY PROCESS

Every year, we conduct a materiality exercise to ascertain stakeholders’ views on the most relevant topics for sustainability management, as well as those that they wish to obtain information. The exercise is carried out in accordance with the recommendations of the Global Reporting Initiative standards and based on the materiality defined by the SASB indicators for the e-commerce sector.

METHODOLOGY

REVIEW
Industry benchmarking and analysis of material issues from the prior period.
We decided to include the topic “Health and safety,” and replace “Carbon footprint reduction” with “Climate change and energy efficiency” in order to define more precisely the scope of the management of this topic.

PRIORITIZATION
Evaluation of material issues by company decision-makers.
7 VP & UPs participated in the prioritization process.

VALIDATION
Consultation with the organization’s stakeholders on material issues.

<table>
<thead>
<tr>
<th>STAKEHOLDER</th>
<th>DIALOGUE MECHANISMS</th>
</tr>
</thead>
</table>
| ECO SYSTEM OF ENTREPRENEURS AND PLATFORM USERS | ● Customer service area
● Marketing surveys
● Training and breakfast sessions with the Commercial and Sustainability area |
| EMPLOYEES | ● Mailings
● Internal communication platform (Facebook at Work)
● Talks with the CEO
● Quarterly internal communication
● Q&A with leadership
● Environment surveys and feedback |
| SUPPLIERS | ● Virtual meetings and mailings |
| NGOS AND CIVIL SOCIETY ORGANIZATIONS | ● Mercado Libre Solidario Program |
| MANAGEMENT AND LEADERSHIP | ● Auditing committee and board meetings |
| THOUGHT AND OPINION LEADERS | ● Meetings and information sent periodically
● Quarterly income statements |
| GOVERNMENT | ● Meetings with the Government Relationships and Sustainability area |
| SHAREHOLDERS | ● Meetings with the Investor Relations and Sustainability area |

ANALYSIS
Consideration of suggestions from stakeholders.
In the validation process, we asked about the key issues and concerns that our stakeholders felt should be included in addition to the company’s priorities. Most of the responses could be categorized under one of the material issues listed, such as reducing emissions and waste in shipping and packaging (Reducing environmental footprint), supporting local entrepreneurs (Driving entrepreneurship), handling user complaints and grievances (Buyer and seller conduct), retained payments and purchase security (User trust and security), and employee recognition and training (Human capital and talent attraction).
MATERIALITY MATRIX

This report was drafted based on the material issues prioritized by MELI and validated with the company's stakeholders. The same priorities are tied to our ongoing efforts to reach the objectives outlined in the United Nations Sustainable Development Goals. (See table.)

MATERIALITY AND COVERAGE

1. User trust and security
   - EXTERNAL

2. Ethics and transparency
   - INTERNAL AND EXTERNAL

3. Driving entrepreneurship
   - EXTERNAL

4. Human capital and talent attraction
   - INTERNAL AND EXTERNAL

5. Contribute to the country's socio-economic development
   - EXTERNAL

6. Buyer and seller behavior
   - EXTERNAL

7. Economic performance and positioning
   - INTERNAL AND EXTERNAL

8. Occupational health and safety
   - INTERNAL

9. Diversity and equal opportunities
   - INTERNAL AND EXTERNAL

10. Climate change and energy efficiency
    - INTERNAL AND EXTERNAL

11. Digital inclusion and education
    - EXTERNAL

12. Inclusion and financial education
    - EXTERNAL
OUR MODEL FOR CREATING VALUE
Integrated Report Framework

Democratize commerce and money

**Inputs**
- **Natural**: 51.05 GWh electricity consumption, 194,801 GJ energy consumption, USD 7.8 M investment in regeneration projects
- **Social**: +500,000 SMEs sell in our marketplace, 9 M sellers, 671 M buyers, 95.1% local suppliers
- **Human**: +29,000 people in MELI, 59% males, 41% females
- **Intellectual**: +8,900 people on tech team, Infrastructure and Application Architecture, Business Intelligence, Machine Learning, Security and Fraud Prevention
- **Financial**: USD 7,069.4 M revenue, NASDAQ: MELI public offering, USD 400 M sustainability bond

**Outputs**
- **Social**: +900,000 families make their livelihood on MELI, +50% SMEs, +50% indirect jobs
- **Natural**: +145% carbon footprint vs 2020, 7,061 MWh renewable energy generated off-site, 3,000 has to regenerate
- **Human**: +93% people vs 2020, #4 great place to work Latin America, 32% women leaders
- **Intellectual**: +8,900 people on tech team, Infrastructure and Application Architecture, Business Intelligence, Machine Learning, Security and Fraud Prevention
- **Financial**: +78% revenue vs 2020, -19.5% share value vs 2020, 15.5% allocation sustainability bond

**Context**
- 18 countries in which we are present
- 290 M active population Latin America
- 47% Millennials / Gen Z (LAM) consumption drivers
- 70% lower income socioeconomic levels Latin America
- 70% households with internet Latin America
- 27.6% growth of e-commerce penetration in region (LAM)
- 63% online sales pertain to SMEs

**Purpose**
Democratize commerce and money
02 BUSINESS
FINANCIAL AND INDUSTRIAL CAPITAL
DEMOCRATIZING COMMERCE AND FINANCIAL SERVICES

We are the largest e-commerce and fintech technology company in Latin America and the ninth-largest e-commerce platform in the world. We are listed on NASDAQ and have been part of the NASDAQ-100 index since 2017.

We are driven by the purpose of democratizing commerce and financial services to transform the lives of millions of people across the region. We make this possible from our operations in 18 countries in Latin America. We are the e-commerce platform of choice in Argentina, Brazil, Chile, Colombia, Costa Rica, Ecuador, Mexico, Peru, Uruguay, and Venezuela. Our e-commerce solutions are also available in the Dominican Republic, Honduras, Nicaragua, Salvador, Panama, Bolivia, Guatemala, and Paraguay.

We have been permanently evolving for 22 years. From being a sales platform, we became a digital ecosystem based on five strategic business units that combine e-commerce and fintech solutions: Mercado Libre, Mercado Pago, Mercado Envíos, Mercado Shops, and Mercado Ads.

Our value creation model drives the democratization of buying and selling in Latin America, providing equal opportunities to large companies, entrepreneurs, and small sellers.

We democratize commerce by giving anyone the possibility to publish their products and sell them on our platforms. We provide sellers with an accessible highly effective digital channel with no entry costs.

We also democratize payments. Fintech solutions are our great competitive advantage in the region. Mercado Pago provides a digital account that gives thousands of people access to a centralized money management experience for the first time, overcoming the access barriers of the traditional financial system. The platform allows them to make and receive payments and instant transfers, save, and access credit in one place.

We integrate commerce and finance into a powerful services ecosystem that drives growth opportunities in a region characterized by large disparities with an underbanked population.
AN ECOSYSTEM OF INTEGRATED SOLUTIONS

Mercado Libre

Latin America’s most visited e-commerce platform, where buyers and sellers come together to carry out transactions for a wide range of goods and services.

1,014.3 MILLION OF PRODUCTS SOLD
+41% vs 2020

41.3 MILLION OF NEW USERS

An ecosystem of solutions that allows users to solve their financial needs in one application: digital account, payments and collections, immediate transfers, credit, investment, and interest-bearing balances.

78 MILLION OF INVESTMENT ACCOUNTS
+65% vs 2020

3,254.5 MILLION OF TRANSACTIONS
+70% vs 2020

USD 3,864.5 MILLION IN CREDIT
+230% vs 2020

Logistics solution that offers cost-effective and competitively priced integration with third-party shipping and service providers for vendors on our platform, as well as fulfillment and warehousing services.

433 DISTRIBUTION CENTERS

962.3 MILLION OF SHIPMENTS
+48% vs 2020

1,192,416 m² STORAGE

Tools to boost sales and the performance of the buying journey within the platform, so that brands, agencies, and sellers can reach the millions of buyers on Mercado Libre.

76,498 ADVERTISERS PER MONTH

Online store solution that allows users to configure, manage, promote and sell their products from their space, integrated with all the ecosystem’s resources and tools.

17.9 MILLION OF PREPAID AND DEBIT CARDS
+83% vs 2020

45,383 ACTIVE STORES

Mercado Pago

Mercado Envíos

Mercado Ads

Mercado Shops

Marketplace

Píntech

Logistics

Stores

Advertising
A GROWING VALUE CHAIN

We multiply the impact of our business by creating more opportunities along our value chain, which includes ecosystem entrepreneurs and our suppliers.

**BUYERS**

67.1 MILLION ON MERCADO LIBRE

**SELLERS**

9 MILLION ON MERCADO LIBRE

4.7 MILLION ACTIVE POINTS SOLD ON MERCADO PAGO

**MARKETING AND MANAGEMENT SERVICES**
Marketing, HR consulting, Advertising, Accounting services, auditing

+150 CONSULTING FIRMS\(^1\)

**PHYSICAL INFRASTRUCTURE SERVICES**
Energy, water, maintenance, cleaning, offices, among others

+1,200 SUPPLIERS\(^1\)

**VIRTUAL INFRASTRUCTURE SERVICES**
Cloud services and software

**MERCADO ENVÍOS STRATEGIC LOGISTICS PARTNERS**

+27,000 JOBS CREATED BY THE GROWTH OF LOGISTICS IN THE REGION\(^1\)

1 Data from Euromonitor Report, based on business impact analysis in Argentina, Brazil, Chile, Colombia, and Mexico.
OUR PARTICIPATION
IN THE INDUSTRY

Entities in which we played a leadership role as members during 2021.

INTERNATIONAL
- Asociación Latinoamericana de Internet (ALAI)
- International Chamber of Commerce (ICC)
- International Trademark Association (INTA)

ARGENTINA
- Argencon
- Cámara Argentina de Comercio Electrónico (CACE)
- Cámara Argentina de Comercio y Servicios (CAC)
- Cámara Argentina de Internet (CABASE)
- Cámara Argentina de la Industria del Software (CESSI)
- Cámara Fintech
- Unión Industrial Argentina (UIA)
- Red de Acción Política (RAP)
- Cámara de Comercio Exterior de Córdoba (CADEC)

BRAZIL
- ALAI BR (Asociación Latinoamericana de Internet)
- Associação Brasileira de Comércio Eletrônico (ABComm)
- Associação Brasileira de Automação para o Comércio (AFRAC)
- Associação Brasileira de Crédito Digital (ABCD)
- Associação Brasileira de Internet (ABRANET)
- Associação Brasileira de Logística (ABRALOG)
- Associação Brasileira de Propriedade Intelectual (ABPI)
- Associação Brasileira de Relações Empresa Cliente (ABRAREC)
- Associação Brasileira Online to Offline (ABO2O)
- Câmara Brasileira de Comércio Eletrônico (Camara-e.net)
- Centre for Information Policy Leadership (CIPL)
- Comércio Exterior (CEB)
- Federación del Comercio de São Paulo (FecomércioSP)
- Interactive Advertising Bureau (IAB Brasil)
- Zetta

CHILE
- Asociación FinteChile
- Asociación Latinoamericana de Internet (ALAI)
- Cámara Nacional de Comercio (CNC)
- Sociedad de Fomento Fabril (SOFOFA)

COLOMBIA
- Cámara Colombiana de Comercio Electrónico (CCCE)
- Federación Nacional de Comerciantes (Fenalco)
- Colombia Fintech

MEXICO
- Asociación de Agregadores de Medios de Pago (ASAMEP)
- Asociación de Internet México (AIMX)
- Asociación Fintech (FTMX)
- Asociación Latinoamericana de Internet (ALAI)
- Asociación Mexicana de Ventas Online (AMVO)
- Cámara Internacional de Comercio (ICC)
- American Chamber Of Commerce of Mexico (AmCham)
- Asociación Nacional De Tiendas De Autoservicio y Departamentales (ANTAD)

URUGUAY
- Cámara de Economía Digital del Uruguay (CEDU)
- Cámara Nacional de Comercio y Servicios (CNCS)

PERU
- Cámara de Comercio de Lima
PREPARED FOR THE FUTURE

Our business strategy is evolving to allow us to become more and more user-centered in pursuit of our purpose. We offer technological and business solutions to improve the lives of more and more people. Our goal is to build the best platform for buying and selling in Latin America and to offer the best financial services for users and sellers throughout the region.

Our strategic plan is built on three pillars aimed at leveraging user-centered tools and solutions: consumers of our e-commerce platforms, payers and consumers of our fintech solutions, and sellers.

We strive to identify and strengthen those who use our solutions through a company-wide loyalty strategy. Therefore, we improve the value proposition of Mercado Puntos and boost the ecosystem of solutions with loyalty benefits to achieve new performance goals, which we measure by increasing the frequency and retention of users and reducing customer churn.

Finally, we ensure the fulfillment of the objectives and goals set, based on five cross-cutting capabilities that support and are integrated into the strategic business plan carried out with our MELI DNA.

Democratize commerce and financial services to transform the lives of millions in Latin America.
ECONOMIC PERFORMANCE

**ECONOMIC VALUE**¹

<table>
<thead>
<tr>
<th></th>
<th>2021</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>REVENUE</td>
<td>7,069.4</td>
<td>3,973.5</td>
</tr>
<tr>
<td>FINANCIAL REVENUE</td>
<td>138</td>
<td>102.8</td>
</tr>
<tr>
<td>SALES OF ASSETS</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>ECONOMIC VALUE GENERATED</td>
<td>7,207.4</td>
<td>4,076.3</td>
</tr>
<tr>
<td>OPERATING COSTS</td>
<td>5,721</td>
<td>3,256²</td>
</tr>
<tr>
<td>SALARIES AND BENEFITS</td>
<td>798.4</td>
<td>547.3²</td>
</tr>
<tr>
<td>PAYMENTS TO SUPPLIERS</td>
<td>228.7</td>
<td>106.7</td>
</tr>
<tr>
<td>TAXES</td>
<td>980.9</td>
<td>413</td>
</tr>
<tr>
<td>ECONOMIC VALUE DISTRIBUTED</td>
<td>7729</td>
<td>4,323</td>
</tr>
<tr>
<td>ECONOMIC VALUE RETAINED</td>
<td>-5216</td>
<td>-246.7</td>
</tr>
</tbody>
</table>

¹ In millions of US dollars (USD)
² Figure adjusted with respect to the 2020 Report

**REVENUE**

In millions of US dollars (USD)

<table>
<thead>
<tr>
<th>Year</th>
<th>REVENUE</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>1,439.7</td>
</tr>
<tr>
<td>2019</td>
<td>2,296.3</td>
</tr>
<tr>
<td>2020</td>
<td>3,973.5</td>
</tr>
<tr>
<td>2021</td>
<td>7,069.4</td>
</tr>
</tbody>
</table>

**MARKET VALUE**

USD 1,348.4

SHARE VALUE

as of 12/31/2021

More information on our economic performance can be found in Part II of the 10-K.

¹ Includes total revenue from marketplace, shipping, ads, and other support services.
We act today for the best to come.

At Mercado Libre, we believe that sustainability is a way of doing things that involves every area of our business. And that it is a commitment that we renew every day, every time we take risks to innovate, achieve scale and generate a transformational impact.

We are convinced that there is a new economy, in which it is possible to generate economic value while creating social and environmental value at the same time. But it will not come on its own, nor on the basis of promises: we have to act today if we want to contribute to the sustainable prosperity of our region.

Under this premise, our strategy has three main focuses of action: We are working to boost the triple-impact entrepreneurial ecosystem in Latin America through our solutions platform, with a focus on digital, commercial and financial inclusion.

At the same time, we are stimulating demand by offering the largest curated offer of positive impact products in the region to millions of consumers. We are contributing to the communities with which we are linked through initiatives that seek to strengthen social organizations and the digital donation culture in the region. We also support young people to access formal jobs and the skills of the future by developing education and technology programs, so we can have fairer and more equitable societies.

We accept the challenge of continuing to grow while respecting the environment. Measuring our carbon footprint is the backbone of this challenge: we seek to reduce our environmental impact throughout our value chain, while contributing to the fight against climate change through the regeneration and conservation of iconic biomes in the region.

This strategy is bolstered by two fundamental pillars. First, an inclusive culture. Each person who works at Mercado Libre is unique and one of a kind, with their own story, experience, and background. Therefore, we encourage everyone to feel free to be who they are, how they are, and at ease with the choices they make.

And secondly, transparency. It is the cornerstone of how we act, as well as of the bond of trust that we create with each of our stakeholders. We believe that ethics and integrity are the pillars of inclusion and development and, as corporate citizens, we strictly comply with applicable laws and strive to promote best practices in the digital products and services we develop.

We are entrepreneurs who know that sustainability is a path of continuous improvement, with many challenges ahead but with a clear focus: the time to act is now.
WE ISSUED OUR FIRST SUSTAINABILITY BOND

After hard work, in January 2021, we announced the successful issuance of a sustainability bond for USD 400 million at 2.375% maturing in 2026.

The objective is to use the funds to drive investment in three priority areas of our sustainable growth strategy in the region. The first area is aimed at reducing our environmental footprint by using more renewable energy sources, developing energy-efficiency projects, regenerating and preserving regional ecosystems, acquiring sustainable packaging materials, and transforming our logistics network to low-emission mobility. The second area is aimed at enhancing financial inclusion by increasing credit access for SMEs and entrepreneurs. The third area is aimed at fostering social development and empowerment through education, reducing the digital divide and promoting inclusion of young people in the labor market.

All proceeds from the issuance will be invested in supporting our purpose, financing or refinancing new or ongoing projects, and fostering triple-impact projects throughout the region.

USD 62 MILLION INVESTED

15.5% BOND ALLOCATION IN 2021
KANGU ACQUISITION IN BRAZIL, COLOMBIA, AND MEXICO

In August 2021, we completed the acquisition of Kangu, a Brazilian logistics services company with operations in Brazil, Colombia, and Mexico, which strengthened our strategy of investing in the logistics network to ensure sellers greater efficiency and buyers faster deliveries.

Kangu connects e-commerce sellers with its network of nearby businesses, such as stores, stationery or book shops, and other small enterprises. These locations act as a network of pickup points, where sellers can drop off their products for shipment to the buyer, or drop-off points, where buyers can pick up their orders. More than 40,000 sellers use this network, totaling more than 5,000 pickup and delivery points in the three countries where it operates.

The acquisition of Kangu strengthens Mercado Libre’s ecosystem by integrating third-party logistics operations that reduce delivery times. It also offers alternatives that reduce vehicular traffic and emissions, which also means a reduction of our environmental footprint. The acquisition implies the expansion of our social impact, too, by creating new income opportunities for the small merchants that form part of its network.
CORPORATE GOVERNANCE

BOARD OF DIRECTORS

Marcos Galperin (49)
President of the Board and CEO

Alejandro Nicolás Aguzin (52)
Independent Director
Member of the Audit, Nomination, and Corporate Governance Committees

Roberto Balls Sailoutin (49)
Independent Director

Emilio Calemzuc (47)
Independent Director
President of the Compensation, Nomination, and Corporate Governance Committees

Henrique Dubugras (25)
Independent Director

Nicolás Galperin (52)
Independent Director
Member of the Compensation and Nomination Committees

Susan Segal (68)
Independent Director
Member of the Compensation and Nomination Committees

Mario Eduardo Vázquez (85)
Independent Director
President of the Audit Committee
Member of the Compensation, Nomination, and Corporate Governance Committees

EXECUTIVE LEADERSHIP TEAM

Marcos Galperin (49)
CEO

Pedro Arnt (47)
Executive Vice President and CFO

Stelleo Tolda (53)
Executive Vice President

Osvardo Giménez (51)
Fintech President

Pedro Arnt (47)
Executive Vice President

Stelleo Tolda (53)
Executive Vice President

Osvardo Giménez (51)
Fintech President

By age
12.5% UNDER 30
37.5% BETWEEN 30 – 50
50% OVER 50

By gender
12.5% WOMEN
87.5% MEN

By geographic origin
87.5% LATIN AMERICA
12.5% OTHER

DISTRIBUTION

More about our Board
CORPORATE GOVERNANCE STRUCTURE

Mercado Libre’s Corporate Governance structure includes a Board of Directors and an Executive Leadership Team. They act autonomously and their members are proposed by the Nominating and Corporate Governance Committee, and then approved at Shareholders’ Meeting.

The Chief Financial Officer (CFO) is responsible for economic, environmental, and social issues at the management level. Four times a year the business unit heads report profit and loss statements, the social context of operations, and business strategy developments to the Board of Directors. In addition, the highest governance body holds an annual meeting with all the management levels of the organization, including subsidiaries, to discuss the company’s overall performance.

Members who are not MELI employees receive an annual compensation, which may be an annual retainer, an annual stock grant, a stock option award, or a fee for attending any Board meeting. This compensation is defined by the Compensation Committee.

RISK MANAGEMENT

The corporate Risk Committee is responsible for reviewing and validating the levels of impact and probability of occurrence of identified threats, incorporating changes proposed by Management or the Internal Audit Committee, resolving risk-related queries and assessing the performance of the risk management process, taking corrective actions if necessary, leading the annual review of the risk map, and evaluating the performance of the owners and the management process for each ongoing event.

The list of the main risks our organization is facing can be found in part I, item 1.A of the 10-K.
ETHICS AND TRANSPARENCY

We act with integrity and transparency. That is why we demand that all the people who work at Mercado Libre and those who are part of the Board of Directors perform their duties under the highest ethical and conduct standards, and we expect all suppliers, customers, and business partners to comply with these same standards.

Our Code of Ethics aims to ensure that the values of honesty, fairness, respect, and integrity prevail in all third-party relationships and those of our employees, with the understanding that it is our obligation, as good corporate citizens, to comply with all applicable laws and avoid inappropriate actions or omissions, and conflicts of interest. In addition, our Code outlines our commitment to compliance with laws and regulations and good management practices for internal information, company assets, and digital media.

Published on our Investor Relations site, the Code is publicly accessible. People working at Mercado Libre must sign it upon joining the company and suppliers and business partners must accept it upon joining our supply chain.

In 2021, the Code was accepted by 6,670 suppliers.

To ensure that all our teams understand and interpret the Code correctly, we launched a mandatory online training program in July. In 2021, 50% of our team completed the training.

We efficiently and transparently evaluate aspects of ethical conduct and integrity.

We have procedures in place to review compliance with the policies and provisions contained in our Code of Ethics. When situations of significant non-compliance are detected, they are reported to the Ethics Committee.

CORRUPTION PREVENTION

We comply with the U.S. Foreign Corrupt Practices Act (FCPA) and all anti-corruption laws in the countries where we operate. Our main anti-corruption guidelines are described in section 14 of our Code of Ethics.

To ensure compliance with our standards of ethics and conduct in our value chain, in addition to adherence to our Code of Ethics, we include anti-corruption clauses in contracts with our most ethically risky suppliers. Through these clauses, suppliers commit to comply with our policies and applicable laws.

Our training on corruption prevention practices is provided to a target audience selected based on a risk analysis of sensitive positions within Mercado Libre. In addition, we have an anti-corruption module in the Code of Ethics online training course.

The Risk & Compliance team manages corruption risk, among others. Process reviews include the evaluation of all company operations with a risk-based approach. In 2021, we did not detect any cases of corruption.
CONFLICT OF INTEREST PREVENTION

At Mercado Libre, we do not allow personal interests to unduly interfere in our decisions. We consider a conflict of interest to exist when the private interests of an employee or member of our value chain conflict or interfere with Mercado Libre’s interests.

Everyone who works at the company must avoid any conflict of interest, since it could hinder or interfere with efficient and objective decision-making, with a potential detriment to Mercado Libre. In the event of a real, potential, or alleged conflict of interest, all persons must immediately inform their immediate supervisor, Human Resources, or the Risks & Compliance area if they find themselves, or think they might be, in a situation in which they have a conflict of interest with MELI. Furthermore, they must abstain from participating in any decision made by Mercado Libre that may be affected by the conflict of interest or that affects, or may affect, the company or a business partner.

All persons with a managerial or higher position must annually complete a conflict of interest, anti-corruption, and related-party disclosure statement, and report all transactions that Mercado Libre has entered into with them.

Every year, the Investor Relations and Legal and Government Relations Department sends a statement to the directors and shareholders with a percentage interest of more than 5% of Mercado Libre Inc. so that they can indicate their related parties and, thus, avoid and manage any conflicts of interest they may have.

In turn, all members of our value chain must inform Mercado Libre of the existence of potential conflicts of interest before and during the term of the business relationship that ties them to the company.

ETHICS HOTLINE

We have an anonymous and confidential whistleblower hotline so that MELI employees, members of our value chain, and any other third party can report illegal or unethical behavior, or any other type of conduct that does not adhere to our Code of Ethics.

The hotline is managed by an external supplier and the company’s Internal Investigations team is responsible for investigating and following up on each of the reports received.

Whistleblowers can report ethical violations confidentially without fear of retaliation. Retaliation for reports of misconduct made in good faith is expressly prohibited.

MELI’s Ethics hotline
A USER EXPERIENCE OF EXCELLENCE

Millions of people in Latin America choose us every day to buy, sell, pay, and borrow using our solutions. That’s why we want to provide them with a user experience of excellence on platforms that are agile, secure, and aligned with the highest standards in the world.

As a technology company, when it comes to innovation, we focus on the needs of our users. Our main driver of value creation is to solve relevant problems that improve people’s quality of life. We know that to remain the platform of choice for users, it is necessary to deliver continuous product improvement, ensure a unique experience, and build trust.

We are a user-centric company and we work to ensure that everyone involved in the ideation and execution of our products does so with the user-centered design philosophy known as UCD. In addition, we use artificial intelligence to improve our response processes.

Our teams design the experiences for the people who use our solutions and offer support to those who need it through different customer service channels.

To achieve this, we plan the capacity of our operation, design models to help our customers, monitor performance and manage the knowledge of our teams.
SUPPORT AND COMPLAINTS

Our Customer Service team is made up of more than 8,000 highly skilled people working in four solution centers located in Argentina, Brazil, Colombia, and Uruguay. All complaints and queries are addressed and handled providing a prompt response and solution. True to our entrepreneurial DNA, we promote self-management with tools based on machine learning to expedite times, and provide quick and efficient responses.

Our goal is to optimize processes and shorten response times, be direct and objective in communication, and avoid bureaucracy or lengthy processes that might thwart the user’s experience.

NET PROMOTER SCORE

The loyalty and satisfaction of our users is a strategic indicator to ensure Mercado Libre’s sustained growth. We use the Net Promoter Score (NPS) as a system to measure our users’ loyalty and experience. The NPS allows us to hear what our customers have to say to us, understand their needs, detect the main sources of dissatisfaction, and provide concrete solutions so that more and more users will choose us.

The measurement is based on a key question: How likely is it that you would recommend Mercado Libre to others? This question can be answered with a score from 0 to 10, where 0 is “not at all likely” and 10 is “I would definitely recommend it.” Based on the results, we segment users into Promoters (9-10), Passives (7-8), or Detractors (0-6). The NPS is calculated as the difference between the percentage of Promoters and Detractors. It can range from -100% (all detractors) to +100% (all promoters).

The NPS Analytics team, which is part of the Customer Experience structure, is responsible for analyzing the quantitative and qualitative aspects of the survey to identify opportunities for experience improvement. It then works with the different areas of the company to seize those opportunities.
USE OF OUR PLATFORM

1,014.3 MILLION SOLD PRODUCTS

45 MILLION APP DOWNLOADS

75.5% SALES MADE ON MOBILE DEVICES

3,254.5 MILLION TRANSACTIONS ON MERCADO PAGO

MARKETPLACE PERFORMANCE

UPTIME

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Uptime (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st quarter</td>
<td>99.93%</td>
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<tr>
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<tr>
<td>3rd quarter</td>
<td>99.98%</td>
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<tr>
<td>4th quarter</td>
<td>99.97%</td>
</tr>
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EVENTS

<table>
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<tr>
<th>Quarter</th>
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</tr>
<tr>
<td>2nd quarter</td>
<td>108</td>
</tr>
<tr>
<td>3rd quarter</td>
<td>114</td>
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<tr>
<td>4th quarter</td>
<td>103</td>
</tr>
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DOWNTIME

<table>
<thead>
<tr>
<th>Quarter</th>
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</thead>
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<tr>
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<tr>
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PAYMENT TRANSACTIONS

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<th>Year</th>
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<th>2018</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st quarter</td>
<td>138.7</td>
<td>231.4</td>
<td>389.3</td>
<td>838</td>
<td>1,914.5</td>
<td>3,254.5</td>
</tr>
<tr>
<td>2nd quarter</td>
<td>29.5</td>
<td>37.7</td>
<td>55.5</td>
<td>53.2</td>
<td>57.5</td>
<td>41.3</td>
</tr>
<tr>
<td>3rd quarter</td>
<td>86.5</td>
<td>150.7</td>
<td>221.7</td>
<td>306.9</td>
<td>649.2</td>
<td>962.3</td>
</tr>
<tr>
<td>4th quarter</td>
<td>8</td>
<td>11.74</td>
<td>12.5</td>
<td>13.99</td>
<td>20.9</td>
<td>28.35</td>
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</table>

NEW USERS

<table>
<thead>
<tr>
<th>Year</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st quarter</td>
<td>29.5</td>
<td>37.7</td>
<td>55.5</td>
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<td>3rd quarter</td>
<td>8</td>
<td>11.74</td>
<td>12.5</td>
<td>13.99</td>
<td>20.9</td>
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<tr>
<td>4th quarter</td>
<td>1,014.3</td>
<td>45</td>
<td>3,254.5</td>
<td>75.5%</td>
<td>40</td>
<td>2016</td>
</tr>
</tbody>
</table>

1 In millions.
2 In billions of USD.
OUR USERS’ TRUST

We know that trust is a decisive factor when choosing a digital service. We strive to offer an ecosystem with a double guarantee: guaranteed sales for brands and sellers; and a reliable, fast, and efficient shopping experience for consumers. All Mercado Libre users have the guarantee that their purchase is protected since we insure their money until the product is delivered. Moreover, after receiving the item, they can return it within a specified period of time if it is not what they wanted.

PROTECTED PURCHASE

Mercado Libre will reimburse the buyer’s money in case of contingency when the order is received. The program covers buyers who have not received the item, have received an item other than the one advertised, received a defective item, or request to return the item. In this way, we guarantee all our users a safe and secure experience within the platform and the peace of mind that we take responsibility to ensure that those who use our platforms get their money back as soon as possible.

In the event of a dispute, users may enter a claim within ten days from the delivery of the product or 21 days as from the date of purchase if the item has not been received. Once the claim has been entered, or reimbursement has been requested, Mercado Libre will analyze whether the buyer complies with the provisions stipulated in our Terms and Conditions.

BUYER AND SELLER BEHAVIOR

We have rigorous listing policies that all sellers on the platform must comply with. We do not allow the sale of products prohibited by law or those that do not adhere to our Terms and Conditions.

There are more than 40 categories of products and services that are forbidden on Mercado Libre’s sites, in order to ensure the health and safety of users and consumers. These include firearms, narcotics, or products that do not have the corresponding health or safety approvals.

All products listed by users must conform to the applicable law and regulations as to information and labeling. In addition, we ensure that all products offered directly by Mercado Libre’s own stores meet the applicable information and labeling requirements. In 2021, there were no cases of warnings, fines, or penalties for non-compliance with labeling standards for products and services offered by Mercado Libre’s own stores.

We are proactive and efficient in reducing users’ exposure to advertisements that prevent a good experience. Any listing that does not respect these terms and conditions will be removed and the relevant account may be put on hold. Depending on the type of breach of our terms of service or its recurrence, penalties may range from cancellation of the posting, suspension or termination of the account, or reporting the illegal activities to the authorities.

Protected Purchase Terms and Conditions
99.4% of all eliminated content was detected by Mercado Libre. The rest was reported by our users or by competent authorities.

We develop control tools to prevent any activity that may have a negative impact on our services. We rely on technology to be increasingly efficient in protecting the products on our platform: in less than one second, our systems can analyze more than 5,000 variables to detect and pause or remove—in real time—listings that violate our Terms and Conditions.

95.5% of all eliminated content was detected by Mercado Libre. The rest was reported by our users or by competent authorities.1

We have added a Report button to all listings so that any user can report products breaching the applicable legal provisions or our listing policies, without the need to have made a prior purchase. Reported listings are reviewed by an expert area of Mercado Libre and removed from the site once the breach is verified. In 2021, there were no firm sanctions related to Mercado Libre’s non-compliance with regulations related to people’s health or safety, and there were no reports of Mercado Libre’s non-compliance with voluntary codes adhered to by the company.

### INTELLECTUAL PROPERTY PROTECTION

We proactively protect all intellectual property rights, such as trademarks, copyrights, industrial models and designs, and patents.

Our Brand Protection Program is an effective reporting tool that allows brands to search and report infringing listings in an agile and simple way, simultaneously on all Mercado Libre’s sites. It is a fundamental pillar to support sellers and partners in their business growth, and collaborate in the fight against piracy.

In 2021 we launched the Anti-Counterfeiting Alliance, a partnership between the company and brands against counterfeiting and piracy in the Mercado Libre ecosystem. Levi Strauss & Co, Pink, Tommy Hilfiger, Under Armour, and Victoria’s Secret, among others, were the first to partner with Mercado Libre in this initiative to combat intellectual property infringement, raising awareness of the problem and providing all its users with a safe transactional space to market their products and services.

This 100% collaborative initiative is grounded on the proactive monitoring of infringing listings, based on semantic and object detection algorithms; the strengthening of collaboration with authorities, the filing of joint legal actions against infringers; the education of sellers on good practices and posting techniques, as well as of buyers to identify and report counterfeit or pirated products.

1 Data as of June 2021 from the Transparency Report
PRIVACY AND INFORMATION SECURITY

To offer more and better services, we collect and process information about the users interacting on our platforms and mobile applications. We are aware of the concern that personal data management may cause among users. Their experience on our platforms is based on trust and their most vulnerable point is the privacy of their personal, financial and transactional information. A focus on agility and innovation, supported by our IT efforts, allows us to guarantee the confidentiality, integrity, and availability of such data.

We take care to explain the type of information we collect, what we do with user data and where we share it, including the use of data in connection with artificial intelligence and machine learning. The Privacy Statement clearly and explicitly states the uses made of the information for primary purposes related to the provision of the services offered by Mercado Libre. All users who register with our platforms are subject to this statement, which is available on the home page of each local website.

In addition, we have a strict company-wide internal compliance program, and we collaborate with different agencies to align our entire operation with the highest regional privacy standards. In turn, we developed a privacy web page in which we inform clearly and simply how we use people’s personal data and make effective channels available to our users so they can exercise their ARCO rights (Access, Rectification, Cancellation, and Opposition).

OUR USERS’ INFORMATION

We respond to government agencies requesting the disclosure of different types of user information. In general, the requested information relates to operations in our ecosystem, user registration data, and the login IP address (a unique address that allows us to identify a device within a network), among others.

We analyze and respond to any valid request in a timely manner, in order to collaborate with authorities seeking to protect the legality and security of the digital ecosystem.

We promptly responded to 80% of the data disclosure requests that we received. The remaining 20% were incorrect requests or related to information that we do not collect.

29,763

USERS EXERCISED THEIR ARCO RIGHTS

Transparency report
CYBERSECURITY

We have a security policy in place to protect all flows and processes associated with the data of both the business and the buyers, sellers, and payers on our platforms. We are a technology company that ensures the confidentiality, integrity, and availability of data.

Our efforts are focused on guaranteeing the IT security of our platforms following the principles of Zero Trust, Automation and Decentralization, Automatic Response, and Behavioral Analysis in order to avoid any type of data leakage, and to prevent and detect cyberattacks. For nine years, we have been PCI Compliance (Payment Card Industry Data Security Standard), with PCI-DSS and PCI-PIN certifications. In addition, our information security management system is certified under the ISO 9001 quality standard.

The Information Security area is made up of verticals associated with each business unit and also provides transversal services to ensure the prevention and detection of malicious software, as well as security management across the entire infrastructure that supports Mercado Libre’s ecosystem.

Each new business flow is reviewed by IT Security before going to market. We have created a process that includes security criteria and evaluations at all stages, with an automatic and continuous management arrangement that controls the quality of the code we develop, based on the approach designed by the National Institute of Standards and Technology called the NIST cybersecurity framework.

With this strategic vision, the team prepares its annual plans, which are adjusted every quarter. For each main target of the area, internal metrics are kept to evaluate the effectiveness of the actions. These metrics are continuously analyzed to fine-tune the processes in the shortest possible time. Every three months, each team evaluates its objectives before the Director, who submits an executive summary to the Audit area on an annual basis.

This process allows us to identify the main vulnerabilities that may affect our platforms and take action to ensure their protection. In addition, the Incidents team carries out a continuous improvement process by reviewing the security events identified in order to optimize its responses.

**OPTIMAL RATIO**

**4,515**

PHISHING CASES BLOCKED

**1,046**

POTENTIAL SECURITY INCIDENTS MITIGATED AND REMEDIATED IN A TIMELY MANNER

**771**

DENIAL OF SERVICE ATTEMPTS BLOCKED AUTOMATICALLY

**0**

CASES OF NON-COMPLIANCE IDENTIFIED BY REGIONAL AND INTERNATIONAL BODIES

The risk management process responds to the NIST 800-30 methodology (Risk Management Guide for Information Technology Systems). We also have a Third-Party Risk Management process that evaluates our critical suppliers in terms of security to identify risks and notify the areas involved in order to guarantee data security.
We believe that the main way to achieve our purpose is by co-creating the best place to work in each country where we operate.

At Mercado Libre, we know that if we are to lead in each of the markets we operate in, we need to attract, engage and develop the best talent. And, to achieve this, we focus on building one of the best places to work, while offering a meaningful experience.

In 2021, we consolidated our position as the workplace of choice in the region. Ranking among the #25 best companies to work for in the world, and #4 in Latin America, is a consequence of this focus and the coherence and consistency between our talent attraction and engagement practices.

We promote the generation of quality and genuine employment, in a diverse and inclusive environment in which each person can feel free to be who they are, fulfilling their full potential.

We created 19,300 new jobs and doubled the size of our team.

Despite the challenging pandemic context, it was a year of wins, expansion, hypergrowth: we doubled our team throughout the region, from 15,500 to more than 29,000 people by the end of the year.

We challenged ourselves to drive constant innovation and commitment from a culture with an entrepreneurial DNA. To this end, we take the task of honoring and multiplying our organizational culture, always and in all scenarios, to the highest strategic level.

We are one of the 20 best places to work in the world and the region

---

2021 RANKING

**#20**
GLOBALLY

**#1**
IN URUGUAY

**#1**
IN ARGENTINA

**#4**
IN LATIN AMERICA

**#2**
IN COLOMBIA

**#8**
IN BRAZIL

**#1**
FOR WOMEN
BRAZIL

**#2**
FOR WOMEN
ARGENTINA

**#1**
FOR WOMEN
URUGUAY

**#1**
FOR MILLENNIALS
ARGENTINA

**#1**
FOR MILLENNIALS
URUGUAY

**#1**
TECHNOLOGY
COMPANY
MÉXICO

**#1**
COMPANY THAT TAKES
THE BEST CARE OF ITS TEAM
ARGENTINA

---

BEST PLACE TO WORK
AN ENTREPRENEURIAL TEAM

CO-CREATING AN UNIQUE EXPERIENCE

We protect the unique relationship we have with each person who chooses Mercado Libre as a place to work. Our HR management team—the People Team—is made up of more than 400 people who work with a clear direction, strategy, and principles so that the behaviors, symbols, and systems within the company are consistent with our DNA and purpose. Our management strategy is based on a coherent, deep-rooted culture platform that is under continuous development.

The My MELI Experience value proposition is designed to be attractive to talent with an entrepreneurial profile in line with the company’s DNA. It calls for each person to approach each experience in a unique way. My MELI is based on five main pillars: Flexible Work; Development and Learning; Communication and Collaboration; Recognition and Celebration; Wellbeing and Family.

Moving from being a technology company in order to incorporate our logistics operations entailed adapting our value proposition while maintaining its essence. We defined a specific mission for Mercado Envíos, which replicates our cultural principles in measurable behaviors and experiences that take into account people’s experiences in this environment.

Being part of Mercado Libre is a dynamic, evolving, collaborative, and inspiring experience full of opportunities.
**ATTRACT THE BEST TALENT**

In every contact we have with talent, we communicate, transmit, and convey clearly and transparently what defines us and makes us unique: our culture, our DNA, and the purpose that unites us: to democratize commerce and financial services to transform the lives of millions of people in Latin America. In this respect, talking about our entrepreneurial spirit, our desire to do our best and have fun, our ability to be in continuous beta mode and innovate, and our diverse outlook allows talent to learn more about what Mercado Libre has to offer.

Our strategy to recruit, select, and bring onboard the best talent to lead the e-commerce industry in Latin America is driven by our leaders. These people play an active role in structured interviews to identify MELI DNA traits and learning agility.

Leaders are agents of change in their teams and projects. They streamline and multiply the scope of our purpose to accompany the exponential growth of Mercado Libre in the region. To scale the cultural contribution to the business challenges, we designed six Leadership Principles that we share and analyze with all our Leaders, so that they can put them into practice by example, especially in their teams.

We want those who live the experience of applying at Mercado Libre to have integrated information throughout the entire process and to feel that we know their story. That’s why we conduct automated interview scheduling and tracking and immediate perception surveys at all stages of the selection process. Artificial intelligence allows us to compare candidates based on their skills and experience, hiding information that may trigger biases such as name, gender, and age.

**NEW CAREER SITE**

In 2021, we revamped our job site, our main channel for attracting talent. There we explain what it is like to work at Mercado Libre, our history, the unique characteristics of some areas, and our vision for Diversity. We received more than 1,624,566 applications in 2021.

mercadolibre.com/empleos

**EMPLOYER BRANDING ON LINKEDIN**

We developed our employer brand mainly on LinkedIn, sharing our philosophy and value proposition for talent on the social network.

In 2021, we published more than 430 posts on our two corporate pages (for Hispanic countries and Brazil) and grew by more than 78% in the number of followers.

LinkedIn | Mercado Libre

**1,816,697 LINKEDIN FOLLOWERS**
A UNIQUE ONBOARDING EXPERIENCE

Since 2020 we have been conducting our OWNBoarding process virtually. The experience includes video testimonials from our senior leaders, including our CEO and Founder, Marcos Galperin.

Each new employee lives a journey of synchronous and asynchronous moments with our Culture Ambassadors where they participate in activities and spaces open to questions and answers in which they are protagonists and can generate their own network. We also accompany them in their first 60 days using a virtual assistant (bot) and facilitate face-to-face meetings at our headquarters with their leader and work team.

NEW HIRES

- **Under 30**: 10,431
  - **MEN**: 55.76%
  - **WOMEN**: 44.24%
- **Between 30 – 50**: 8,741
  - **MEN**: 61.75%
  - **WOMEN**: 38.25%
- **Over 50**: 143
  - **MEN**: 65.77%
  - **WOMEN**: 34.23%

NEW HIRES BY AGE GROUP

- **Under 30**: 8,741
  - **MEN**: 55.77%
  - **WOMEN**: 44.23%
- **Between 30 – 50**: 2,010
  - **MEN**: 73.68%
  - **WOMEN**: 26.32%
- **Over 50**: 19
  - **MEN**: 56.13%
  - **WOMEN**: 43.87%

TURNOVER

- **Under 30**: 2,758
  - **MEN**: 56.13%
  - **WOMEN**: 43.87%
- **Between 30 – 50**: 2,010
  - **MEN**: 65.87%
  - **WOMEN**: 34.13%
- **Over 50**: 19
  - **MEN**: 73.68%
  - **WOMEN**: 26.32%

TURNOVER BY AGE GROUP

- **Under 30**: 2,010
  - **MEN**: 65.87%
  - **WOMEN**: 34.13%
- **Between 30 – 50**: 1,409
  - **MEN**: 73.68%
  - **WOMEN**: 26.32%
- **Over 50**: 19
  - **MEN**: 56.13%
  - **WOMEN**: 43.87%

TYPE OF TURNOVER

- **Voluntary**: 3,378
  - **MEN**: 56.13%
  - **WOMEN**: 43.87%
- **Involuntary**: 1,409
  - **MEN**: 73.68%
  - **WOMEN**: 26.32%
PROTAGONISTS OF THEIR DEVELOPMENT

We invite people to engage in a constant learning and development experience, giving them the resources and opportunities to feel empowered and be protagonists, at every stage of their journey at the company.

Our talent management strategy has an integrative and disruptive approach that addresses performance and career development in tandem. We have an annual, cyclical, and continuous performance evaluation process, called Performance Management, which everyone who chooses to work with us undergoes.

We generate continuous and focal development experiences at different times of the year. In addition, leaders share the performance of individuals in group discussions in calibration spaces ensuring fair and meritocratic decision-making practices by applying the same standards to everyone. This ensures that evaluations are consensual, consistent, transparent, and objective across all teams.
IT BOOTCAMP

In 2021, we launched IT Bootcamp, a development program for those joining our Technology team. An experience that aims to accelerate the learning curve of recruits, in languages, agile methodologies, monitoring tools, and other key skills to be able to give their best from the first day in their new role.

AVERAGE HOURS OF TRAINING

- **7.3** ANALYSTS AND ASSISTANTS
- **11.9** MANAGER
- **31.1** DIRECTOR
- **11.2** SUPERVISOR
- **21.5** SENIOR MANAGER
- **23.6** VP/CEO

LEADERSHIP PRINCIPLES DEVELOPMENT PROGRAM

In conjunction with the consulting firm Korn Ferry and Stanford University, we designed a program focused on the 684 Senior Managers and higher throughout the region. The objective is to ensure the impact of our business and ensure the applicability of our leadership principles so they can put them into practice.

Each leader begins their development journey with a self-assessment to identify how they perceive themselves in relation to our Leadership Principles. Leaders then participate in six group meetings to learn about trends, practices, tools, success stories, and how to exercise the application of knowledge to model them in Mercado Libre. The spaces are co-facilitated by Stanford experts and our Executive Team, including our CEO and founder.

MERCADO LIBRE LEADERS PARTICIPATED IN THE LEADERSHIP PRINCIPLES DEVELOPMENT PROGRAM WITH STANFORD UNIVERSITY

684

LEARNING AND DEVELOPMENT PROGRAMS

LEADERSHIP DEVELOPMENT

- **684** PARTICIPANTS
  - Leadership Principles Development Program
  - 100% Senior Managers and Up
- **1,150** PARTICIPANTS
  - BeLeader for new leaders
- **911** PARTICIPANTS
  - Learning Circle for EXE remote work
- **144** PARTICIPANTS
  - Learning Circle for Diversity and Equality
- **520** PARTICIPANTS
  - Learning Circle Talent Development
- **446** PARTICIPANTS
  - Learning Circle Feedback
- **226** PARTICIPANTS
  - Learning Circle Engagement
- **612** PARTICIPANTS
  - Learning Circle Leadership Effectiveness

LEARNING

- **189** PARTICIPANTS
  - Leadership Effectiveness
- **55** PARTICIPANTS
  - Emotional Wellbeing
- **12** PARTICIPANTS
  - Coaching Engagement Líderes
- **900** PARTICIPANTS
  - Foreign language (3)
- **870** PARTICIPANTS
  - IT Boarding
- **120** PARTICIPANTS
  - Problem Solving
- **160** PARTICIPANTS
  - Storytelling
In addition to believing in people, at Mercado Libre we trust in the transformative power of technology. Our human capital objectives are increasingly challenging, so we strengthen management with innovative, integrated, and custom-designed technological tools.

Our teams stand out for their high performance, diversity, and unique commitment, which are associated with effectively measurable goals. We use a set of technology solutions to analyze, monitor, and predict behaviors in critical variables such as our recruitment plan, engagement, and turnover, among others.

We enhance the MELI experience with an ecosystem of technology solutions, including Workplace by Facebook, Success Factors, and bots.

At Mercado Libre we don’t use mass emails. People connect, get information, and participate proactively in Workplace. There, they access their content from any device, share groups, and get the latest news and releases. In addition, it is the space where the organization’s leaders share their projects and news in live broadcasts.

38,198
ACTIVE WORKPLACE ACCOUNTS

36,150
ACTIVE USERS PER MONTH

+900
ACTIVE GROUPS PER MONTH

In addition, we have a resource library, with tutorials to enhance the experience of accessing valuable information. We also present a series of #DecisionMaking podcasts and videos with our leaders.

Bots help us transform and ensure network scalability. We designed a system with three types of chatbots tailored to our needs: those that search for each user (Pull Bots); those that search for the corresponding user (Notification Bots); and those that search for the corresponding user and assign various tasks (Push Action Bots).

Technology was key during our progressive office reopening process in 2021. During the reopening period in 2021, all our teams returned to the offices on an optional basis.

At that time, and faced with the need to comply with the protocols, we implemented virtual assistant technology (bot) as a space management system in the offices. Thus, each person was able to make the space reservation from their cell phone, simply and quickly. At the same time, it allowed us to monitor the utilization rate of the office during the initial weeks, in order to monitor attendance and manage the efficiency of resources such as security, cleaning, and lunch.

In December, due to the increase in Covid-19 cases we relaunched the remote work modality.
DIVERSITY AND EQUALITY OF OPPORTUNITIES

We innovate from a multiplicity of perspectives and that diversity is what makes us disruptive. We inspire people to unfold their capabilities and express themselves in a healthy and equitable environment, where previous beliefs do not condition acceptance and curiosity allows us to value differences.

Mercado Libre’s Purpose of Diversity and Inclusion:
- Build diverse teams, prioritizing women, LGBT+ people, people with disabilities, and race and ethnicity.
- Foster an inclusive culture, through the experience that each person lives at Mercado Libre.
- Nurture IT talent, expanding access to technology education, with a focus on women.

29,957
UNIQUE AND VALUABLE PEOPLE ENRICH MERCADO LIBRE’S DIVERSITY

We focus on all employees living their MELI experience in an inclusive environment that challenges and inspires them, ensuring they feel comfortable expressing their diversity. We naturalize this message from a communication and employer branding strategy based on real cases, in their protagonists’ own words.

We put a lot of effort into the inclusion and development of women in our sector. In Mercado Libre, four out of ten employees are women and they occupy 32% of the leadership positions in Management, exceeding the average of the IT and Logistics market. The five-percentage point increase in this indicator over the last two years is the result of succession management and talent attraction at this level. In addition, we employed a total of 76 people with disabilities on the team during the year, which represents 1.3% of the people working at the company. Lasty, in Brazil, 38% of people declare themselves to be of African descent.

At the same time, our recruiting model continues to evolve, raising awareness and providing our Talent Acquisition teams with tools about unconscious biases in hiring, development, and people engagement.

Simultaneously, we launched the Counter-Hegemonic Communication Guideline to be increasingly inclusive in our form of expression.

Communication Guideline

AFFINITY GROUPS

Our affinity groups are based on Women, LGBT+, People with Disabilities, and Ethnicities. These teams volunteer their time to work on the design and implementation of proposals. In 2021, for example, the Women’s group implemented an increase in the paid maternity leave benefit, raising it to five months throughout the region, and leave for gestational loss. The Ethnic group, for its part, designed a mentoring program for Afro-Brazilians in Brazil aimed at developing skills, knowledge and promoting conversations to boost their leadership within Mercado Libre.

<table>
<thead>
<tr>
<th>BY GENDER</th>
<th>ANALYSTS/ASSISTANTS</th>
<th>SUPERVISORS</th>
<th>MANAGERS</th>
<th>SENIOR MANAGERS</th>
<th>DIRECTOR/VP/CEO</th>
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<tbody>
<tr>
<td>WOMEN</td>
<td>4%</td>
<td>32%</td>
<td>3%</td>
<td>22%</td>
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<tr>
<td>MEN</td>
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<td>BT AGED</td>
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Communication Guideline

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HOW WE TOOK CARE OF OUR TEAMS DURING THE PANDEMIC

HOW WE ADAPTED OUR VALUE PROPOSITION

Since the pandemic began, we have prioritized the physical and emotional health of our team.

In 2021, we did so with the continuity of our Wellbeing agenda, which includes mindfulness, yoga, functional training, virtual medicine, food benefits with 70% off in supermarkets, and USD 500 for home equipment. As a novelty, we added the Stop&Exe campaign, to promote better daily organization, prioritizing and generating breaks to maintain sustainable productivity.

In addition, we use the Emotional Health Mapping tool—first rolled out in 2020—to help people connect with their emotions. Using bot technology, employees answer the questionnaire designed to help them delve deeper into their emotional state.

Participation was voluntary and 100% confidential. Responses allow us to detect symptoms of anxiety and depression. Participants receive personalized feedback from neuroscience professionals from INECA-Humanize Consulting as well as recommendations to improve their health and state of mind. In turn, those who took the test in 2020 and 2021 were able to access a comparative analysis and see the evolution from one year to another.

91% WOULD RECOMMEND THE EXPERIENCE

85% SAID THEY PLANNED TO CHANGE AT LEAST ONE HABIT

OCCUPATIONAL SAFETY

We manage the occupational safety of all Mercado Libre teams, with a special safety agenda for the more than 15,000 Mercado Envíos people who work in our warehousing and distribution centers. Our approach to occupational health and safety management, in terms of both its coverage and its components, is based on the legislation in force in each country where we operate.

Regarding occupational health and safety communications, we conduct recurring campaigns aligned with local requirements and contexts. We train those who work with us on occupational health and safety issues through a learning and awareness-raising program available in our Knowledge Library. We also have two wellbeing groups in which we share online physical activity and emotional care activities.

TOWARD THE NEW NORMAL

To accompany the life decisions of every person at Mercado Libre, in 2021 we decided to extend to more than 17,000 employees in the region the possibility of working remotely without any limitations or of continuing to go to the office for those who prefer to do so. Having the option of going to the office, in addition to providing the flexibility for everyone to use it as needed, allows each team to take advantage of it to carry out those activities that enhance their effectiveness.

We take on this challenge so that each person can develop their potential in the place where they feel most comfortable and safe. We know that the wellbeing of our team promotes effectiveness and this decision will also allow us to add new talents wherever they are with greater flexibility.
OUR CONTRIBUTION TO SOCIO-ECONOMIC DEVELOPMENT

We strive to be the Latin American technology company making the greatest positive impact on society. We will achieve this objective by fulfilling our purpose of democratizing commerce and financial services in the region, equalizing opportunities for large and small vendors, and making all processes simpler, safer, and more efficient. Each of our solutions is based on this mission and, every day, we take risks to be innovative, achieve scale, and generate a positive and transformative cross-cutting impact.

We conducted a study with the consulting firm Euromonitor International to measure this socioeconomic impact tangibly and to guide our future efforts. The study allowed us to see how our ecosystem of solutions generates value and drives the development of the countries in the region. In addition, the research captured the positive effect of our ecosystem, particularly on SMEs, at a time when many doors were closed.

The study based on data from 2019 and 2020 was conducted in 2021. It focuses on Argentina, Brazil, Chile, Colombia, and Mexico. The findings are based on more than 4,000 surveys completed by Mercado Libre sellers and Mercado Pago users, individuals, and merchants. In addition, more than 50 in-depth interviews were conducted with value chain leaders, as well as analysis and triangulation of macro and microeconomic variables of the countries covered.

IMPACTS THAT MATTER

6 NEW JOBS CREATED PER HOUR

900,000 FAMILIES REPORT MERCADO LIBRE IS THEIR MAIN SOURCE OF INCOME

65% OF THE SMEs THAT SELL ON OUR PLATFORM ARE FAMILY-OWNED AND OPERATED

+2000 SMEs THAT PROVIDE SERVICES TO MERCADO LIBRE

84% WERE ABLE TO EXPAND OUTSIDE OF THEIR CITY AND ATTRACT MORE CLIENTS

+500,000 SMEs SELL OVER THE PLATFORM

1 OUT OF 4 IS LED BY A WOMAN

BETWEEN 4 AND 11 JOBES ARE GENERATED BY EACH FAMILY-OWNED SME

50% RECEIVED THEIR FIRST CREDIT OFFER THROUGH MERCADO PAGO

6 OF THE SMEs THAT SELL ON OUR PLATFORM ARE FAMILY-OWNED AND OPERATED
FINANCIAL INCLUSION

We believe that all people have the right to participate fully in their country’s economy. The democratization of financial services guarantees that everyone, regardless of their origin or economic situation, can obtain accessible and safe products and services, and play a leading role in their financial lives.

Access to financial solutions is a key instrument for fighting poverty, promoting formality, and generating sustainable economic and social development.

TECHNOLOGICAL SOLUTIONS FOR INCLUSION

We want to democratize money by promoting access to different financial services that allow individuals and SMEs to grow and develop, and governments to correct asymmetries and promote the formalization of the economy.

One of the cornerstones of our value creation model is the use of technology to overcome the barriers that impede the financial inclusion of people in the countries where we operate, whether as entrepreneurs or consumers.

We believe that financial inclusion is a key instrument to fight poverty, promote formality, and generate economic and social development in the region. Mercado Pago develops financial products and payment solutions that do not conform to the requirements of the traditional system, and which are accessible even to those who do not have a bank account. Thanks to our digital account, we are enabling more and more people and companies to connect and operate in the formal economy. We offer them solutions that facilitate basic financial transactions and access to savings and credit. Our tools allow people to stabilize or increase their income to be more resilient to the ups and downs of the economy, improving their quality of life.

PAYMENTS AND COLLECTIONS

From Mercado Pago, people can make financial transfers simply and easily, such as requesting or making electronic payments through a link or QR code; sending money to friends and family at no cost; adding credit to cell phones and transport cards; or paying their services and taxes directly from their cell phones.

With the Pago Point solution, small businesses have access to a collection device to accept payments with credit cards, debit cards, and QR codes. In addition, Mercado Pago offers a credit solution with Mastercard credit cards, with no issuance or maintenance costs.

225.6 MILLION PAYMENTS WITH QR CODES
4.7 MILLION ACTIVE POINTS
17.9 MILLION PREPAID AND DEBIT CARDS

LOANS

Mercado Crédito offers financing solutions for those who do not have access to credit in the traditional financial system, contributing to the financial inclusion of entrepreneurs and SMEs. Its purpose is that all people, regardless of gender, place of residence, or economic situation, have access to affordable and secure loans to be the protagonists of their financial lives.

With technology-based solutions and scoring systems based on artificial intelligence, we offer loans to those who do not have the formal documentation to access a bank loan. We offer the possibility of accessing money quickly through the Internet, in a simple, agile, and secure way.

USD 3,864.5 MILLION GRANTED IN LOANS
47% OF LOANS WERE TAKEN BY FEMALE ENTREPRENEURS

SAVINGS AND INVESTMENT

With Mercado Pago, people can invest and obtain returns transparently and reliably, with low risk. Moreover, they can access their money when they need it. The solution is guaranteed by a common investment fund managed and safeguarded by companies in the financial system.

78 MILLION PEOPLE INVESTED WITH MERCADO PAGO IN 2021 ARGENTINA, BRAZIL, AND MEXICO
FINANCIAL EDUCATION

With access to new technologies, many of our new users see themselves for the first time with the opportunity to get ahead financially and recognize their need to learn more about managing their money. To better understand their needs, this year we conducted a study in partnership with Trendsity called El impacto de las Fintech en la educación financiera (The Impact of Fintechs on Financial Education). It compiles the feedback from 4,250 vendors and consumers, aged 16 to 65 in Brazil, Argentina, Chile, Colombia, and Mexico.

Seventy-seven percent of the people surveyed indicated that they need more financial education. Among those with some type of digital wallet, 60% said they want to learn more about saving and investing. The results confirmed that these people want to learn how to make the most of the tools we make available to them.

For this purpose, we developed a blog for Mercado Pago with sales training and financial education content designed for our users, especially entrepreneurs. It is available in Argentina, Brazil, and Mexico.

In order to reach a mass audience with messages about the use of our solutions, we carried out a communication campaign with the Argentine singer and songwriter L-Gante and Brazilian YouTuber Nath Finanzas. With videos and songs, we highlighted the importance of financial education and how to make the most of the benefits of a digital account in Mercado Pago. Collaborations with more artists are being explored to maximize the campaign’s reach throughout the region.

AN EVER-EXPANDING SOLUTION

Guided by our purpose, we expanded the financial services of our fintech solution in 2021. In November, Mercado Pago enabled accounts for young people aged 13 to 17 in Argentina, with the goal of opening 500,000 ones in the next two years. The priority for this target audience was to provide a safe experience: the service must be authorized by an adult and no loans or investments can be made. Those who access this solution obtain a digital account to which money can be credited through collectors or from another account. In addition, they can access a prepaid Mastercard International card and make payments with QR codes.

We have expanded into the world of cryptocurrencies. In Brazil, we became the first fintech to allow millions of users to buy, sell, and hold cryptocurrencies in a digital account. From the app, users have access to educational content to better understand the crypto ecosystem, as well as the information about opportunities and the risks of cryptocurrency trading.

Impact of Fintechs

Access the blog

ARG  BRA  MÉX
WE FOSTER ENTREPRENEURIAL POTENTIAL

True to our origins, we believe that entrepreneurs and SMEs play a fundamental role in driving sustainable socioeconomic development in the region. Their ability to adapt to new challenges and understand the complexities and problems of each context gives them a unique capacity for transformation.

All our solutions aim to strengthen the Latin American entrepreneurial community, maximizing its potential. We create value for entrepreneurs and SMEs from the heart of our business: we drive their digital and financial inclusion; we train them in tools to take advantage of e-commerce opportunities; and we expand their business and income generation. We do this by putting our ecosystem of solutions at the heart of everything we do.

Furthermore, in line with our purpose, we are specifically targeting those segments of entrepreneurs who, due to geographic distances or digital, gender, or racial gaps, have currently limited access to our platforms.

In the Seller’s Center we offer content, courses, and seminars on valuable topics, such as financial education or sales strategy. The channel is available in Argentina, Brazil, Chile, Colombia, Mexico, and Uruguay.

Access the Seller’s Center
SUSTAINABLE PRODUCTS SECTION

In 2019, we created a permanent and cured section of positive-impact products, a listing of the most sustainable products available in the market in one place. In this way, we seek to make the purchasing process more dynamic for users, and at the same time encourage and promote a more attentive and holistic approach to the planet and people, generating benefits for everyone.

Over time, the section became a platform from which we articulate initiatives and collaborate with the community of triple impact entrepreneurs, to find ways to generate added value for their projects and boost their development. It is also a channel through which we promote campaigns to publicize impact products and entrepreneurs and, at the same time, raise awareness among users. This section is available in Argentina, Brazil, Chile, Colombia, Mexico, and Uruguay.

Since 2016, we implement exclusive commercial actions for sustainable products to continue promoting consumption with a positive impact.

**Section of sustainable products**

+4.7 MILLION
USERS PURCHASED PRODUCTS
+37% over 2020

+9 MILLION
PRODUCTS SOLD
+344% over 2020

+3.6 MILLION
UNIQUE VISITS TO THE SECTION IN 2021
3x over 2020

+66,000 ARTICLES AVAILABLE IN THE CATEGORY
+47% over 2020

+169,000 COMPANIES SOLD
POSITIVE-IMPACT PRODUCTS
+69% over 2020

WE MONITOR CONSUMER TRENDS

The Sustainable Products section is also a space where we can view and analyze positive-impact consumption trends in the region.

In 2021, we conducted the second study of online positive-impact consumption trends in Latin America to understand the evolution of supply and demand. As a result, we found that between March 2020 and April 2021, sustainable shoppers doubled compared to the previous year. Moreover, 21% of them made 2 or more purchases, and 64% are very concerned about the current environmental situation. The best-selling products in the region include solar panels, menstrual cups, reusable coffee capsules, composters, and water purifiers.

The results reveal the growth of the commitment of people in Latin America to a value chain with a positive impact.

Read the report
ENTREPRENEURSHIP WITH + IMPACT: BIOMAS

Our strategy is to put Mercado Libre’s ecosystem at the service of entrepreneurs who generate positive socio-environmental impacts. Therefore, in 2021, our “Entrepreneurship with + impact” program evolved to focus on strengthening businesses linked to biodiversity: we understand that bio-economies are a solution for the conservation of biomes, which contribute to fostering sustainable production chains and promote income generation for local communities.

We combine the knowledge of regional ecosystems, which generates wealth and environmental protection, with Mercado Libre’s knowledge in marketing, logistics, and financial inclusion, and we train entrepreneurs to enhance the long-term growth of their businesses.

We strengthen bio-economies and promote productive chains that generate income for regional communities and help conserve the environment.

In 2021, our Biomas campaigns supported initiatives in the Amazon, Atlantic Forests, and Cerrado regions in Brazil and the Gran Chaco in Argentina. The selected entrepreneurs were awarded bonus rates, logistics solutions, and greater visibility in the Sustainable Products Section on the Mercado Libre platform.

BRAZIL
Entrepreneurs participated in group training and individual mentoring to boost sales of their products within the Mercado Libre platform. The program included more than 80 companies and offered 15 hours of training, 20 hours of individual mentoring, connections and alliances between participants and Mercado Libre partners, and access to Mercado Pago solutions.

ARGENTINA
We partnered with three nonprofit organizations — Fundación Rewilding, Fundación Avina, and FIBO Impacto Social — to offer products made by thousands of small producers who live in Gran Chaco, helping to conserve the biodiversity of this biome.

Mercado Libre | Biomas

+1,000 PRODUCERS
+30,000 BENEFICIARY FAMILIES
+2,000 PRODUCTS SOLD
IMPACT PROGRAM WITH NGO MAYMA

In partnership with Mayma, an NGO that promotes a more conscious and humane economy, we foster the digital inclusion of entrepreneurs with a positive impact in Latin America, strengthening their marketing capacity and accelerating their growth.

Once again, this year we supported the Impact Program, a learning and networking experience for triple-impact entrepreneurs in the region. As part of the initiative, we held eight webinars for audiences throughout Latin America, an Ideathon, and five local workshops.

AFRO ENTREPRENEURSHIP
Brazil and Colombia

AFROLAB

Since 2018, Mercado Libre has been working with Preta Hub to strengthen businesses led by Afro-entrepreneurs. To this end, we train Afrolab participants in online sales strategies, promote their entry into the Mercado Libre ecosystem, highlight their stories, and offer their products on our platform through an exclusive official store in Feira Preta. In 2021, we will work with Colombian NGO Manos Invisibles to promote the digital inclusion of Afro-entrepreneurs in the region.

+500
AFRO ENTREPRENEURS TRAINED
IN BRAZIL AND COLOMBIA

FEIRA PRETA

In November, we held another edition of Feira Preta Online, in which we showcase products made by afro-entrepreneurs and we paid tribute to them with the clip “Ostentação da Cultura” in which the artists Djonga and Tâssia Reis mention the brands that are part of Feira Preta.

In addition to sponsoring the festival, we are one of the sponsors of Casa Preta HUB, a digital creation space for afro-entrepreneurs.

272
BENEFICIARY START-UPS

6
COUNTRIES

TRAINING TO SCALE IMPACT

In collaboration with Superhábitos in Mexico, we conducted a training program for sustainable businesses. Social or environmentally positive impact businesses from across the region, with revenues between USD 500 and 10,000 per month, participated. Entrepreneurs who participated in a free Masterclass were eligible for an annual scholarship from the Advanced Sustainable Entrepreneurship Program.

37
ENTREPRENEURS TRAINED

100%
SCHOLARSHIP RECIPIENTS

IMPACT PROGRAM WITH NGO MAYMA

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THE RESILIENCE OF EL SALTO

Mexico

We want to create value for the communities in which we operate, such as the municipality of El Salto, in Jalisco, Mexico, where one of our main distribution centers is located. In partnership with the municipal government, other companies operating in the region, and the social enterprise Balloon Latam, we launched a plan to support social entrepreneurship and innovation. The program seeks to promote enterprises that solve problems identified by the community out of their needs.

In 2021 we achieved incredible results: of the 228 startups enrolled, 175 took more than one training session to strengthen their project. Seventy-seven startups graduated and 70 of them participated in the Entrepreneur Fair.

228 STARTUPS ENROLLED

70% STARTUPS LED BY WOMEN

77 STARTUPS COMPLETED THE PROGRAM

PUBLIC-PRIVATE PARTNERSHIPS

Alliances aim at boosting local SMEs with the collaboration of the governments where we operate. The initiative is active in Brazil and nine provinces in Argentina. The objective is to support the digital and financial inclusion of SMEs, offering training, visibility of products, and access to financial solutions.

Thus, in coordination with the Brazilian Ministry of Economy, we created the Official Store of the Brazilian Handicraft Program (PAB for its acronym in Portuguese) on Mercado Libre.

6,375 TRAINING PARTICIPANTS

128 CRAFTSPEOPLE SELL THEIR CRAFTS ON MERCADO LIBRE

E-COMMERCE TRAINING CENTERS

Training centers to teach educators, especially professors in the university system, about the tools of our ecosystem, so that they can share our content with local SMEs to help them boost their sales. We currently have active centers in Jujuy, Córdoba, and Santa Fe, in Argentina, and plan to include the provinces of Mendoza and Tucumán in 2022.

SME SUPPORT

Brazil

We teamed up with SEBRAE, the largest small business promotion entity in Brazil, to launch the ‘Se joga no’ online program. The training proposal for entrepreneurs and small businesses helps them grow their business on the Internet using Mercado Libre’s services.

Those who complete the program also receive the benefits of consulting services to boost their Internet sales and a voucher for R$ 200 to use in Product Ads (PADs) to boost their ads on Mercado Libre.

2,756 SMEs TRAINED

DIGITALIZING MOVEMENT

Brazil

We joined Movimento Digitalize, which brings together the main technology companies in Brazil to support SMEs in the digitalization of their businesses. From the movementodigitalize.com.br platform, materials and classes prepared by the main professionals of each digital platform are made available, so that people can learn directly from those who developed the technology.
EDUCATION FOR INCLUSION

Education and social inclusion are the cornerstones of our relationship with the communities in each country where we operate. We help with initiatives and training programs that promote access to jobs, entrepreneurship, and more inclusive futures.

Technology enables us to bring development opportunities to populations that are underrepresented in this area so that they can discover the potential it has for them, and drive positive change for themselves and their communities.

Our educational initiatives are aimed at developing key skills, which are not limited to technical competencies, but also include socioemotional skills that allow self-knowledge and the definition of a life and career plan, as well as the connection with real problems in the communities, where each young person can be an agent of change. We have diverse training proposals, through which the work with specialized organizations adds value to our proposal and enhances results.

We are acting today to foster more inclusive development in Latin America.
CONECTADAS
Argentina, Mexico, Brasil, Peru, Colombia, Chile, and Uruguay

According to UNESCO, Latin American women appear to lose interest in STEM subjects (science, technology, engineering, and mathematics), particularly in adolescence. In this context and with the aim of reducing the gender gap in our industry, we launched the Conectadas program (Connected girls and young women) in partnership with Chicas en Tecnología and (reprograma) in April 2021.

Conectadas is an immersive training program that seeks to bring teenage girls in Latin America closer to the world of technology, providing them with tools to create innovative solutions to problems that they identify in their communities, which are often similar in the different countries across the region. It consists of a 30-hour digital immersion experience that delves into topics like digital transformation, problem solving, user experience design, business development, and digital marketing.

During these virtual meetings, the young women have the opportunity to interact with female professionals working at Mercado Libre, technology leaders, specialists, and experts in different areas. They also participate in panels, workshops, talks and interact with peers from all over the region.

In its first edition, Conectadas was attended by 1,200 young women between 14 and 18 years of age from seven countries and more than 300 locations in Latin America.

Conectadas seeks to bring more and more young women in the region into the world of technology.

1,200 GIRLS BENEFITED FROM THE PROGRAM
89% OF THE GIRLS RECOGNIZED A POSITIVE AND CLOSE LINK WITH SCIENCE AND TECHNOLOGY
150 PROJECTS WITH A POSITIVE IMPACT ON THE COMMUNITY IMPLEMENTED THROUGH TECHNOLOGY
**REDES AL FUTURO (NETWORKS FOR THE FUTURE)**  
Argentina, Brazil, and Mexico

We set out to help young people in our communities access their first job. Our Redes al futuro program (Networks for the future) provides training in technical and digital skills for their insertion into the labor market. They also receive instruction for the development of socioemotional skills needed for formal employment.

The program has been carried out since 2020 in alliance with the Forge Foundation in Argentina and Mexico, and the Aliança Institute in Brazil. It was implemented in La Matanza (Argentina), Tepotzotlán (Mexico), Cajamar, Extrema, and Gobiernador Celso Ramos (Brazil).

After completing the program, many of the young people joined our teams at the Storage Centers in these cities. It is not only a way for us to play an active role in local development, but it also generates a consistent and long-term connection with the communities in the area.

**1,000**  
**YOUNG PEOPLE REACHED**

140  |  500  |  360  
----|------|------
ARGENTINA  |  BRAZIL  |  MEXICO

**CERTIFIED TECH DEVELOPER**  
Argentina, Brazil, and Colombia

In the knowledge economy, there are millions of opportunities available, which depend on the digital transformation of people to capitalize on them.

We teamed up with Globant and Digital House to solve this problem. We co-created the Certified Tech Developer program that provides scholarships to young people interested in pursuing IT degrees in Argentina, Colombia, and Brazil. The scholarships are awarded from a diversity perspective that prioritizes young women from low-income and other historically excluded groups.

The training lasts two years and is carried out remotely. Using agile methodologies, the program focuses on hands-on experience in the classroom and theoretical study outside of class. Those who complete it obtain a technical degree certificate with the potential to enter the technological job market with competitive remuneration.

**+3,200**  
**STUDENTS HAVE COMPLETED THE PROGRAM**  
ARGENTINA, BRAZIL, AND COLOMBIA

**2,500**  
**SCHOLARSHIPS COVERING 85% OF TUITION AWARDED**  
ARGENTINA, BRAZIL, AND COLOMBIA

**1,000**  
**SCHOLARSHIPS COVERING 50% OF TUITION AWARDED**  
ARGENTINA
ENTROPIA: STEM TRAINING FOR HIGH SCHOOL STUDENTS
Argentina

We know that STEM training (science, technology, engineering, and mathematics) is one of the greatest entry barriers to scientific and technological careers and, at the same time, one of the greatest opportunities in the knowledge economy.

That is why, through the Entropia program, we provide STEM training to young people who are in the last year of high school in public schools in Argentina. We offer them free training and leveling courses to enter engineering careers at the National Technological University (Universidad Tecnológica Nacional, UTN).

In 2020, 286 young people graduated from our program, of which more than 90% started an Engineering career at UTN. In 2021, more than 815 young people started the cycle and nearly 600 completed it.

With the same objective in mind, we promoted Modeling Science in partnership with the UTN. This is a pedagogical support program for teachers interested in getting involved in teaching STEM subjects. It is a course to improve strategies, methodologies, and resources in mathematics, physics, and technology.

Since its inception, the Entropia program has doubled the percentage of university admissions to the UTN.

OTHER INITIATIVES

ON PROGRAM AND POTRERO DIGITAL
Argentina and Brazil

In Brazil, almost a quarter of the population aged 15 - 29 is neither working nor studying. We want to help unlock the creative potential of this generation. That’s why we partnered with Taqe, a gaming platform, to create a training program for young people who want to work in the e-commerce sector. The content covers the most pressing demands of the Mercado Libre ecosystem, such as creating and publishing ads and sales and negotiation techniques. After the training, we connect them with SMEs that sell on Mercado Libre and need to improve their digital strategies, contributing to the inclusion of these young people and accelerating the digitalization of our sellers.

In Argentina, we partnered with Potrero Digital, a network of digital trade schools aimed at social integration, training, and job placement for young people over 16 years of age who have difficulty accessing quality education and getting a job. Since 2018, we have been providing access to high-level training and generating employability in fast-growing fields like technology and knowledge industries.

+400
PEOPLE TRAINED IN E-COMMERCE
WE SUPPORT A CULTURE OF DIGITAL DONATION

We believe in the capacity of technology to generate positive impact and we recognize the importance of civil organizations in building a more just and democratic society. That is why we offer them our platform to strengthen their digital inclusion and fundraising capacity. It is how we can multiply opportunities and strengthen the culture of digital giving in Latin America.

MERCADO LIBRE SOLIDARIO
Argentina, Mexico, Brazil, Colombia, Uruguay, Chile, Peru, and Venezuela

Through Mercado Libre Solidario (Mercado Libre Cares), we make our platforms and technological solutions available to NGOs throughout the region. We seek to strengthen the culture of digital donation in Latin America, help them raise and manage funds, and expand the impact of their charitable initiatives.

Mercado Libre Solidario offers NGOs the possibility to sell their products or services (produced by them or donated), access a platform to receive donations, and manage funds for the operation of their programs. In addition, they can access tools to invest their money in Mercado Fondo to generate financial profitability, maintaining access to the money. In addition, we offer training on fundraising and digital mobilization.

In addition, given the situation of COVID-19, in Brazil we continue to accompany with the following donations due to the emergency situation being experienced: donation of respirators to the State of Amazonas, in collaboration with the UNA+ Fund, and direct donations to the Butantã Institute, the UNA+ Fund and the NGO Ação da Cidadania.

DONATE BUTTON
Argentina, Brazil, and Mexico

We invested our know-how in technology to develop the Donate Button to facilitate fundraising for the network of more than 50 NGOs we support in Argentina, Brazil, and Mexico, furthering Mercado Libre Solidario’s mission.

The Donate Button is a permanent feature that allows users with a Mercado Pago account to donate to different social organizations in a few clicks, safely and conveniently. We carried out 20 campaigns in 2021 to encourage donations using this tool in support of causes like access to food and housing, education, the fight against poverty and climate change, diversity, and support for people with disabilities. The Donate Button was also made available to facilitate donations in emergency situations in the countries where we operate.

+3,100 MEMBER ORGANIZATIONS

+USD 19.2 MILLION FUNDS RAISED

8 COUNTRIES IN THE REGION
TAX INCENTIVES

Brazil

We capitalized on the tax incentives provided by Brazilian legislation to allocate resources to projects aligned with our strategic objectives in the areas of culture, sports, health, and defense of the rights of children, adolescents, and seniors.

PROJECTS CARRIED OUT IN 2021 WITH MERCADO LIBRE’S SUPPORT

- Giro Sustentable 2021 (Sustainability Tour 2021)
- Espectáculo de ecoparlantes 2021 (Eco-speakers show 2021)
- Brazil Eco-Fashion Week 2021
- Festival: Social Good Brazil 2021
- Festival: Mix Brazil 2021
- Exhibit: “Mujeres, Historia y Tecnología” (Women, History, and Technology) with the Museo de la Persona (Museum of the Person)
- Osasco and Cajamar Sport Centers, in partnership with the Instituto Esporte Educação
- Vocational Training for Work Project, in partnership with Asociación Projov
- Crea Tu Futuro (Create your future) Project in collaboration with CEAP Pedreira
- Proyecto de Formación Profesional para el Trabajo con Jóvenes (Vocational Training for Work with Youth Project), in partnership with the Instituto Haciendo Historia
- Caja Municipal de Mayores de Cajamar (via Santander)
- Fondo Municipal de Ancianos de Louveira
- Fondo Municipal del Adulto Mayor de Osasco

+USD 800,000

ALLOCATED TO 20 INITIATIVES
WE CREATE VALUE WITH OUR SUPPLIERS

Our goal of democratizing consumption and financial access for millions of people in Latin America is possible thanks to the joint work of more than 2,000 companies that form part of our supply and service chain. This synergy is essential for us to overcome geographic, cultural, and financial barriers and reach those who choose us, quickly and reliably.

In addition to the suppliers that offer their products and services directly to Mercado Libre, we have developed an ecosystem of integrators and consultants that provide additional services to Mercado Libre sellers and improve the user experience. As with the companies in the logistics chain, this growing ecosystem generates new jobs in multiple industries: the socioeconomic impact study conducted in 2021 identified at least 17 different economic activities that indirectly benefit from our ecosystem’s growth.

We created the Sustainable Purchasing Policy to expand the network of suppliers committed to generating positive impacts in our value chain. This policy guides internal areas when contracting companies to prioritize those who are committed to positive impact and establishes special prices and payment conditions for suppliers that comply with our established social and environmental criteria. These guidelines may change over time based on new developments and knowledge related to sustainability. In 2021, we made purchases totaling USD 29,338,413 from sustainable suppliers and added 37 new sustainable suppliers to our database for a total of 96.

95.1%
SUPPLIERS ARE LOCAL

MIDE LO QUE IMPORTA (MEASURE WHAT MATTERS)

We teamed up with Sistema B to co-create an incentive program for our suppliers to assess their social and environmental impact. It is an online training program that enables them to evolve their sustainability practices and helps them identify opportunities for social and environmental improvement and implementation strategies for their day-to-day business.

With Mide lo que importa, we support our partners’ transition to the positive impact economy:

22
SUPPLIERS MEASURED THEIR IMPACT

IT JOBS FOR VULNERABLE YOUNG PEOPLE

We support social impact projects that allow us to generate greater inclusion in our value chain. In Argentina, through the Nahual IT and Arbusta projects, we hired more than 249 young people from poor neighborhoods to work for our technology teams.
OUR CARBON FOOTPRINT

A STRATEGY IN MOTION

Our environmental strategy is based on a continuous improvement process that supports MELI’s sustainable growth. A central part of that management is measuring our carbon footprint, allowing us to identify and implement reduction actions with agility, accompanying business development.

We have been measuring our footprint since 2016, with increasingly accurate indicators. As a result, we have achieved real-time impact monitoring that allows us to anticipate and act to reduce emissions. The exercise covers our operations and value chain (scope 1, 2, and 3).

We follow the measurement guidelines of the Greenhouse Gas Protocol (GHG) standard developed jointly by the World Business Council for Sustainable Development (WBCSD) and the World Resource Institute (WRI).

GREENHOUSE GAS INVENTORY

1,293,925 tn CO2e

SCOPE 1
+225.23% over 2020
343,554 tn CO2e

SCOPE 2
+88.94% over 2020
11,510 tn CO2e

SCOPE 3
+125.65% over 2020
938,861 tn CO2e

GHG INTENSITY

43.2 tn CO2e
PER EMPLOYEE

0.019 tn CO2e
PER BUYER

0.0093 tn CO2e
PER USER
ENVIRONMENTAL MANAGEMENT

At Mercado Libre, we accept the challenge of creating value in harmony with the planet. We achieve this through the development of innovative and efficient solutions that drive the growth of our business and reduce its environmental impact. This is how we are leading the transition of e-commerce to a low-carbon economy.

The need to reduce our environmental impact involves the entire trade and logistics sector. Sustainable development requires us to address challenges such as the reconversion of the energy matrix and the adoption of transportation alternatives with reduced emissions. And we know that we cannot achieve this alone. It requires coordination between governments, companies, academics, and other strategic stakeholders. As key actors in the economic transformation of the region, we accept the challenge of leading and driving this conversation.

We know that, as we keep on growing, we have to improve our business strategies, mitigating their impact throughout the value chain. That is why we work with suppliers and strategic partners on an environmental strategy for continuous improvement supporting business growth.

OUR ENVIRONMENTAL IMPACT STRATEGY

ENERGY

Energy efficiency and migration of our operations to renewable energies.

MOBILITY

Reducing the impact of our shipments, increasing our electric fleet, and promoting the adoption of innovative solutions throughout the value chain.

PACKAGING & MATERIALS

Recyclable, reusable, or compostable packaging and optimization of the sustainable management of work materials, waste, and remnants.

REGENERATION

Regeneration and conservation of the region’s emblematic natural ecosystems.

CARBON FOOTPRINT MANAGEMENT

WE ASSESS CLIMATE-CHANGE RISK

Increasingly, financial markets need clear, comprehensive, and quality information on the impacts of climate change on organizations’ operations. This includes the risks and opportunities presented by rising temperatures, climate-related policy, and emerging technologies.

That is why, in this period, we presented our first Climate-related Financial Disclosures Report, following the guidelines of the Task Force on Climate-related Financial Disclosures (TCFD). In this document, we account for climate change risks at all levels of our operations, in particular, facilities (distribution centers and offices), assets, transportation, energy, and materials management.

We identify risks and opportunities based on the categorization provided by the TCFD. There are physical risks, associated with extreme weather events or changing weather or climate patterns; and transition risks, classified as policy and legal, technology, market, and reputation risks.

The spirit of the TCFD Report is to promote safe and informed investment and credit decisions and to incorporate climate-related risks and opportunities into organizations’ risk management and strategic planning processes to create sustainable and resilient business models.
In March 2021, we launched Regenera América, a program that seeks to contribute to the regeneration and conservation of the region’s emblematic natural ecosystems. By doing so, we contribute to capturing carbon, essential to mitigating the progression of the climate crisis, and to preserve biodiversity.

To develop the program, we made an initial investment of USD 7.8 million, distributed among the Mantiqueira Conservation Project and Corridors for Life, both located in the iconic biome of the Atlantic Forest, Brazil.

Both regeneration projects aim to restore an area of more than 3,000 hectares, in collaboration with The Nature Conservancy and the Instituto de Pesquisas Ecológicas, two leading organizations in this type of project. In addition, we incorporated the tech start-up Pachama, which will be in charge of the monitoring and traceability of the projects using satellite data and artificial intelligence.

We focus on Latin America because it is home to around 40% of the planet’s biodiversity. We started with the Atlantic Forest because it is one of the most threatened ecosystems in the region, known for its important watersheds, and because Brazil is home to our largest operation.

**CORRIDORS FOR LIFE**

Creating wildlife corridors by restoring native forest ecosystems in damaged zones in the Pontal do Paranapanema region, an extremely valuable area given its remaining biodiversity. Together with IPÊ, more than 750,000 native trees are being restored on 250 hectares that will capture around 120,000 tons of carbon over 25 years. In turn, the project generates income for more than 50 local families and has enabled the expansion of the 10 native tree nurseries that already exist in the Pontal region.

**MANTIQUEIRA MOUNTAINS CONSERVATION PROJECT**

Natural restoration of more than 2,700 hectares of native forest in different fields throughout the Serra da Mantiqueira, an important area of the Atlantic Forest that extends through the southeastern region of Brazil and contains important watersheds that supply water to millions of people. Landowners who join the initiative and allocate a percentage of their land for restoration will receive payments for ecosystem services.

**2 PROJECTS**

**3,000 HA RESTORED**

**6 MILLION TREES UNDERGOING RESTORATION**
ENERGY EFFICIENCY:
MEASURING TO ACT

We developed a smart metering strategy that allows us to remotely monitor our consumption through the use of intelligent sensors and real-time dashboards. This strategy enables us to make quick operational decisions and improve energy efficiency.

We already have seven buildings with smart metering in Argentina, Brazil, and Mexico, where we have implemented sensors with IoT technology with very positive results and opportunities for reductions of up to 10%.

RENEWABLE ENERGY

We have begun the process of migrating 100% of our operations to renewable energy sources. The strategy is mainly based on the development of off-site renewable energy purchase contracts, although in some cases we added on-site generation based on solar panel systems.

Since November 2020, Melicidade has been powered 100% by renewable energy sources. Our offices in Osasco, São Paulo, have more than 1,800 solar panels that supply 20% of overall consumption, with the remaining 80% from solar and wind energy sources supplied via an off-site energy contract.

Our SP02 distribution center is the first logistics operation in the region to run 100% on renewable energy. Located in Cajamar, São Paulo, Brazil, it is powered by four different renewable energy sources: solar, wind, small hydro, and biomass. In 2021, we completed this migration process in two distribution centers in Brazil.

During the reporting period, we made progress in projects to modify the architecture of some of the buildings in which we operate to optimize natural air circulation and achieve a comfortable temperature, reducing the demand for air conditioning equipment and energy consumption.

7,061 MWh
CONSUMPTION OF RENEWABLE ENERGY
GENERATED OFF-SITE
ELECTRICITY AND WATER CONSUMPTION

**ELECTRICITY CONSUMPTION BY COUNTRY (IN KWh)**

<table>
<thead>
<tr>
<th>Country</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>BRAZIL</td>
<td>13,369,654</td>
<td>24,867,520</td>
</tr>
<tr>
<td>ARGENTINA</td>
<td>8,305,630</td>
<td>11,149,501</td>
</tr>
<tr>
<td>MEXICO</td>
<td>4,483,598</td>
<td>13,428,605</td>
</tr>
<tr>
<td>URUGUAY</td>
<td>617,834</td>
<td>486,579</td>
</tr>
<tr>
<td>COLOMBIA</td>
<td>433,795</td>
<td>912,390</td>
</tr>
<tr>
<td>CHILE</td>
<td>374,886</td>
<td>164,229</td>
</tr>
<tr>
<td>VENEZUELA</td>
<td>135,400</td>
<td>38,909</td>
</tr>
</tbody>
</table>

**WATER CONSUMPTION BY MUNICIPAL SUPPLIES AND OTHER PUBLIC OR PRIVATE WATER SERVICES.**

70,619,978 LTS

**TOTAL FUEL CONSUMPTION FROM NON-RENEWABLE SOURCES**

11,032.09 GJ

**ENERGY INTENSITY**

48.55 KWh/m²

**TOTAL ELECTRICITY CONSUMPTION**

51.05 GWh

**TOTAL ENERGY CONSUMPTION WITHIN THE ORGANIZATION**

194,801 GJ
SUSTAINABLE PACKAGES AND MATERIALS

By implementing sustainable packaging technologies and solutions, we are mitigating the impact of material use and becoming more efficient and innovative in the management of available resources.

We are constantly exploring sustainable solutions that we can scale to incorporate into our operation. As this is an industry-wide challenge, we also coordinate with other stakeholders to optimize processes and reduce our overall footprint.

TRACEABILITY

- 100% RECyclABLE, REUSABLE OR COMPOSTABLE PACKAGING AND PACKING
- 100% CERTIFIED CARDBOARD (OR IN THE PROCESS OF CERTIFICATION WITH THE FOREST STEWARDSHIP COUNCIL (FSC))

Guaranteeing that manufacturing processes adhere to responsible forest practices.

ALTERNATIVE MATERIALS

- 100% BAGS IN MEXICO ARE MADE OUT OF 55% RECYCLED MATERIALS

REDUCTION OF PACKAGING VOLUME

Testing of solutions to transport products in their primary packaging. Reduced the grammage and density of our packaging to lower the amount of material used in each shipment.
WASTE RECOVERY PROGRAM

We have two major waste recovery programs aimed at reintroducing the materials we use back into the production cycle.

DISTRIBUTION CENTERS

+89% RECOVERED WASTE

1,100 tn MATERIALS RECOVERED PER MONTH

Donation, repair, and recycling of used items or spare parts.

We have signed agreements with several NGOs to reintegrate used items or spare parts into a circular economy, rather than destroying them.

OFFICES

COMPOSTING

2 BRAZIL 4,500 kg ORGANIC RECOVER WASTE PER MONTH

Transforming it [organic recover waste] into fertile compost that we donate to community gardens in the area.

WASTE GENERATED

BY ORIGIN

62.2% CARDBOARD 18.5% WOOD 10.3% GENERAL 7.7% PLASTIC 0.63% ORGANIC/COMPOSTABLE 0.27% PAPER 0.11% ALUMINUM

BY COUNTRY

54.5% BRAZIL 34.7% MEXICO 8.36% ARGENTINA 1.81% CHILE 0.57% COLOMBIA 0.01% URUGUAY

WASTE DESTINATION

NON HAZARDOUS WASTE

69.9% RECYCLING 19.3% REUSE 8.6% LANDFILL 1.41% RECOVERY 0.73% COMPOSTING

HAZARDOUS WASTE

100% FINAL DISPOSAL

WASTE RECOVERY RATE

MEXICO

79% 2020

97% 2021

ARGENTINA

69% 2020

81% 2021

COLOMBIA

85% 2020

90% 2021

CHILE

80% 2020

71% 2021

BRAZIL

93% 2020

88% 2021

URUGUAY

62% 2020

63% 2021

WASTE GENERATED BY ORIGIN

62.2% CARDBOARD 18.5% WOOD 10.3% GENERAL 7.7% PLASTIC 0.63% ORGANIC/COMPOSTABLE 0.27% PAPER 0.11% ALUMINUM

WASTE DESTINATION NON HAZARDOUS WASTE

69.9% RECYCLING 19.3% REUSE 8.6% LANDFILL 1.41% RECOVERY 0.73% COMPOSTING

WASTE RECOVERY RATE

MEXICO

79% 2020

97% 2021

ARGENTINA

69% 2020

81% 2021

COLOMBIA

85% 2020

90% 2021

CHILE

80% 2020

71% 2021

BRAZIL

93% 2020

88% 2021

URUGUAY

62% 2020

63% 2021
E-commerce growth demands the permanent expansion of transportation and logistics solutions. At MELI, we are fully committed to finding ways to reduce the emissions and environmental impact of our shipments.

To accelerate the process of developing more sustainable logistics in the region, we have been working intensively for several years in association with the main market players to expand our electric freight fleet and equipment.

Since we began transitioning to more sustainable logistics, we have incorporated more than 548 electric vehicles, which has allowed us to deliver 1.15 million packages through electric mobility solutions in 2021. We currently have 271 units in Brazil, 172 in Mexico, 52 in Colombia, 46 in Chile, 5 in Argentina and 2 in Uruguay, with plans to scale this practice in the coming years.

In 2021, 1.15 million packages were delivered using electric mobility solutions.
07 GRI, SASB & IR STANDARDS
## GRI STANDARDS CHECKLIST

### COMPANY PROFILE

<table>
<thead>
<tr>
<th>GRI STANDARD</th>
<th>CONTENT</th>
<th>ANSWER</th>
<th>SDG</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>GRI 102 General basic contents 2016</td>
<td>102-1 Name of the organization</td>
<td></td>
<td>5</td>
<td></td>
</tr>
<tr>
<td></td>
<td>102-2 Activities, brands, products, and services</td>
<td></td>
<td>8, 10, 11</td>
<td></td>
</tr>
<tr>
<td></td>
<td>102-3 Location of organization’s headquarters</td>
<td>Dr. Luis Bonavita 1294 unidad 1733, Torre II del WTC Free Zone, Montevideo, Uruguay</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>102-4 Location of operations</td>
<td></td>
<td>10</td>
<td></td>
</tr>
<tr>
<td></td>
<td>102-5 Nature of ownership and legal form</td>
<td>MercadoLibre, Inc is listed on Nasdaq. It is legally incorporated as a “corporation” under the laws of Delaware, United States.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>102-6 Markets served</td>
<td></td>
<td>10</td>
<td></td>
</tr>
<tr>
<td></td>
<td>102-7 Scale of the organization</td>
<td></td>
<td>8, 11, 15</td>
<td></td>
</tr>
<tr>
<td></td>
<td>102-8 Information about employees and other workers</td>
<td></td>
<td>8, 33, 39</td>
<td></td>
</tr>
<tr>
<td></td>
<td>102-9 Supply chain</td>
<td></td>
<td>12</td>
<td></td>
</tr>
<tr>
<td></td>
<td>102-10 Significant changes regarding the organization’s and its supply chain</td>
<td></td>
<td>12</td>
<td></td>
</tr>
<tr>
<td></td>
<td>102-11 Precautionary approach or principle</td>
<td>The company has not established any precautionary principles since, due to the nature of the sector, its operation does not pose any major risks to third-parties or the environment. Technological devices and servers are manufactured pursuant to quality standards and are stored in enclosed spaces with limited access, in third-party facilities specifically conditioned for that purpose. Upon termination of their useful life, these devices are disposed of by companies specialized in their responsible destruction. Therefore, risk of environmental damage is reduced to a minimum.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>102-12 External initiatives</td>
<td></td>
<td>13</td>
<td></td>
</tr>
<tr>
<td></td>
<td>102-13 Associations membership</td>
<td></td>
<td>13</td>
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</table>

### STRATEGY

<table>
<thead>
<tr>
<th>GRI STANDARD</th>
<th>CONTENT</th>
<th>ANSWER</th>
<th>SDG</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>GRI 102 General basic contents 2016</td>
<td>102-14 Statement by decision-making senior executives</td>
<td></td>
<td>3</td>
<td></td>
</tr>
<tr>
<td></td>
<td>102-15 Description of key impacts, risks, and opportunities</td>
<td></td>
<td>8, 10, 11, 12, 14, 16, 20</td>
<td></td>
</tr>
</tbody>
</table>

### ETHICS AND TRANSPARENCY

<table>
<thead>
<tr>
<th>GRI STANDARD</th>
<th>CONTENT</th>
<th>ANSWER</th>
<th>SDG</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>GRI 102 General basic contents 2016</td>
<td>102-16 Values, principles, standards and code of conduct</td>
<td></td>
<td>21</td>
<td></td>
</tr>
<tr>
<td></td>
<td>102-17 Advice mechanisms and ethical concerns</td>
<td></td>
<td>22</td>
<td></td>
</tr>
</tbody>
</table>

### GOVERNANCE

<table>
<thead>
<tr>
<th>GRI STANDARD</th>
<th>CONTENT</th>
<th>ANSWER</th>
<th>SDG</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>GRI 102 General basic contents 2016</td>
<td>102-18 Governance structure</td>
<td></td>
<td>19</td>
<td></td>
</tr>
<tr>
<td></td>
<td>102-19 Delegation of authority</td>
<td></td>
<td>20</td>
<td></td>
</tr>
<tr>
<td></td>
<td>102-20 Executive-level responsibility for economic, environmental, and social topics</td>
<td></td>
<td>20</td>
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</tr>
</tbody>
</table>
### GRI 101 FUNDAMENTAL 2016

<table>
<thead>
<tr>
<th>GRI STANDARD</th>
<th>CONTENT</th>
<th>ANSWER</th>
<th>SDG</th>
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</tr>
</thead>
<tbody>
<tr>
<td>GoV</td>
<td>102-21 Consulting stakeholders on economic, environmental, and social topics</td>
<td></td>
<td>6, 7</td>
<td></td>
</tr>
<tr>
<td>GoV</td>
<td>102-22 Composition of the highest governance body and its committees</td>
<td>The members of the Board participate in industrial spaces, such as forums and events in which they expand their knowledge on economic, environmental and social issues.</td>
<td>19, 20</td>
<td></td>
</tr>
<tr>
<td>GoV</td>
<td>102-23 President of the highest governance body</td>
<td></td>
<td>19</td>
<td></td>
</tr>
<tr>
<td>GoV</td>
<td>102-24 Appointment and selection of highest governance body</td>
<td></td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>GoV</td>
<td>102-25 Conflicts of interest</td>
<td></td>
<td>22</td>
<td></td>
</tr>
<tr>
<td>GoV</td>
<td>102-26 Role of the highest governance body in selecting proposal, values, and strategies</td>
<td></td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>GoV</td>
<td>102-27 Collective knowledge of the highest governance body</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GoV</td>
<td>102-28 Performance assessment of the highest governance body</td>
<td></td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>GoV</td>
<td>102-29 Identification and management of economic, environmental and social impact</td>
<td></td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>GoV</td>
<td>102-30 Efficacy of risk management processes</td>
<td></td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>GoV</td>
<td>102-31 Assessment of economic, environmental and social matters</td>
<td></td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>GoV</td>
<td>102-32 Role of the highest governance body in preparing sustainability reports</td>
<td>The highest governance body participates in the process of prioritizing material issues, which takes place at the beginning of the fiscal year.</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>GoV</td>
<td>102-33 Communication of critical concerns</td>
<td></td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>GoV</td>
<td>102-34 Nature and total number of critical concerns</td>
<td>In the reporting period, the number of information concerns formally has not been taken into account by the highest governance body.</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>GoV</td>
<td>102-35 Remuneration policies</td>
<td></td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>GoV</td>
<td>102-36 Remuneration determining process</td>
<td></td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>GoV</td>
<td>102-37 Stakeholders' engagement in remuneration</td>
<td>The Management and Direction group is involved in the definition of salaries through the Compensation Committee. In addition, collaborators' opinions are collected in the annual Environment survey, in which they are consulted about their degree of satisfaction with the salary. The results are considered in the preparation of the compensation policy.</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>GoV</td>
<td>102-38 Total annual compensation ratio</td>
<td>Information will be available in April 2022 and will be updated in this report.</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>GoV</td>
<td>102-39 Ratio of the percentage increase of the annual total compensation</td>
<td>Information will be available in April 2022 and will be updated in this report.</td>
<td>20</td>
<td></td>
</tr>
</tbody>
</table>

**STAKEHOLDER ENGAGEMENT**

| GRI 102 General basic contents 2016 | 102-40 List of stakeholders | 6 |
| GRI 102 General basic contents 2016 | 102-41 Collective bargaining agreements | Collaborators that are part of the collective bargaining agreements |
| GRI 102 General basic contents 2016 | Country | Collaborators that are part of the collective bargaining agreements |
| Brazil | 100% |
| Argentina | 76.36% |
| Uruguay | 0.30% |
| Colombia | 6.86% |
| Venezuela | 6.86% |
| Chile | 6.86% |
| Mexico | 6.86% |

| 102-42 Identification and selection of stakeholders | 6 |
| 102-43 Stakeholder engagement approach | 6 |
| 102-44 Key topics and concerns raised | 6, 7 |
### GRI 102 General basic contents 2016

**102-45 Entities included in the organization’s consolidated financial statements**

<table>
<thead>
<tr>
<th>GRI 102</th>
<th>CONTENT</th>
<th>ANSWER</th>
<th>Country</th>
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<td>DeRemate Brasil Serviços de Intermédiao e Facilitação de Negócios Ltda</td>
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<td>Mercado Crédito Holding Financeiro Ltda</td>
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<td>MELI KaszeK Pioneer Sponsor LLC</td>
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<td>Cayman Islands</td>
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**IMPACT REPORT**

**Country**
- Argentina
- Brazil
- Chile
- Colombia
- Costa Rica
- Ecuador
- Spain
- India
- Mexico
- Peru
- Uruguay
- Delaware, USA
- California, USA
- Virginia, USA
- Cayman Islands
### GRI 101 FUNDAMENTAL 2016

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<th>GRI STANDARD</th>
<th>CONTENT</th>
<th>ANSWER</th>
<th>SDG</th>
<th>PAGE</th>
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<tbody>
<tr>
<td>GRI 102 General basic contents 2016</td>
<td>102-46 Definition of reports’ content and scope of subject matter</td>
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<td>102-47 List of all material aspects</td>
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<td>102-48 Restatements of information</td>
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<td>102-49 Changes in reporting</td>
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<td>102-50 Period of report</td>
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<td>102-51 Date of last report</td>
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<td>102-52 Company report presentation frequency</td>
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<td>102-53 Point of contact for report queries</td>
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<td>102-54 Reporting statement pursuant to GRI standards</td>
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<td>102-55 GRI content index</td>
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<td>102-56 External assurance</td>
<td>No external verification has been performed on this report</td>
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**MATERIAL ISSUE: ECONOMIC PERFORMANCE AND POSITIONING**

| GRI 103 Management approach 2016 | 103-1 Explanation of material aspects and coverage | 8, 9 | 14 |
| 103-2 Management approach and components | 8, 9 | 15 |
| 103-3 Assessment of management approach |  |

| GRI 201 Economic performance 2016 | 201-1 Direct economic value generated and distributed | 8, 9 | 15 |
| 201-2 Financial implications and other risks and opportunities due to climate change | 8, 9 | 59 |
| 201-3 Defined benefit plan obligations and other retirement plans | 8, 9 | 40 |
| 201-4 Government’s financial aid | We do not receive financial assistance from the government during the period. However, in Argentina, Mercado Libre SRL is registered in the Knowledge Economy Law (Law 27.506 and its amendments) that enables tax relief and credits. And, in the Autonomous City of Buenos Aires, where Mercado Libre SRL is registered as a Technology company, within the Technology District, through which we have tax exemptions. | 8, 9 | |
| 202-1 Market presence 2016 | 202-1 Ratio of standard initial category salary by gender vs. local minimum wage | 8, 10 | 19 |
| 202-2 Proportion of senior management hired from the local community contratados de la comunidad local | Information will be available in April 2022 and will be updated in this report | |

**MATERIAL ISSUE: CONTRIBUTION TO SOCIAL-ECONOMIC DEVELOPMENT**

| GRI 103 Management approach 2016 | 103-1 Explanation of material aspects and coverage | 8 | 42 |
| 103-2 Management approach and components | 8 | 8, 42 |
| 103-3 Assessment of management approach | 8 | |

| GRI 203 Indirect Economic Impacts 2016 | 203-1 Investment in infrastructure and supported services | USD 660.1 million invested in infrastructure in the region | 8 | 8, 42 |
| 203-2 Significant indirect economic impacts | | |

No external verification has been performed on this report.
<table>
<thead>
<tr>
<th>GRI STANDARD</th>
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<th>ANSWER</th>
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<td>GRI 204 Procurement Practices 2016</td>
<td>204-1 Proportion of spending on local suppliers</td>
<td>8</td>
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<td>GRI 414 Supplier Social Assessment 2016</td>
<td>414-1 New vendors who passed social selection filters</td>
<td>8</td>
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<td>414-2 Negative social impacts in the supply chain and actions taken</td>
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<td></td>
<td>During 2021, we evaluated the impacts of the new suppliers that we added through the Sustainable Purchasing Policy, in which we contemplated social impact criteria such as work with vulnerable communities or with underrepresented minorities.</td>
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<td>GRI 103 Management approach 2016</td>
<td>103-1 Explanation of material aspects and coverage</td>
<td>8</td>
<td>32, 33, 34</td>
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<td>103-2 Management approach and components</td>
<td>8</td>
<td>32-39</td>
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<td>32-39</td>
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<td>GRI 401 Employment 2016</td>
<td>401-1 New employee hires and turnover</td>
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<td>401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees</td>
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<td>33, 40</td>
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<td>401-3 Parental leave</td>
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<td>Collaboration entitled to parent leave</td>
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<td>938</td>
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<td></td>
<td>Men</td>
<td>534</td>
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<td>Women</td>
<td>234</td>
<td>938</td>
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<td>Men</td>
<td>534</td>
<td>858</td>
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<td></td>
<td>Collaboration that returned to work after parent leave ended</td>
<td>Women</td>
<td>307</td>
<td>964</td>
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<td></td>
<td>Men</td>
<td>567</td>
<td>854</td>
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<td>Collaboration that returned to work after parent leave ended and are still in a labor relationship 12 months after their return</td>
<td>Women</td>
<td>235</td>
<td>793</td>
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<td></td>
<td>Men</td>
<td>454</td>
<td>913</td>
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<td>Return-to-work rate of collaboration that took parent leave</td>
<td>Women</td>
<td>98.50%</td>
<td>98.39%</td>
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<tr>
<td></td>
<td>Men</td>
<td>98.50%</td>
<td>98.39%</td>
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<td>Retention rate of collaboration that took a parent leave</td>
<td>Women</td>
<td>97.30%</td>
<td>91.26%</td>
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<tr>
<td></td>
<td>Men</td>
<td>97.30%</td>
<td>91.26%</td>
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<td>GRI 404 Training and Education 2016</td>
<td>404-1 Average hours of training per year per employee</td>
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<td>404-2 Programs for upgrading employee skills and transition assistance programs</td>
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<td>404-3 Percentage of employees receiving regular performance and career development reviews</td>
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<td>103-1 Explanation of material aspects and coverage</td>
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<td>103-2 Management approach and components</td>
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<td>GRI 405 Diversity and Equal Opportunity 2016</td>
<td>405-1 Diversity among governance bodies and employees</td>
<td>8, 10</td>
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<td>405-2 Women vs. men basic salary and remuneration ratio</td>
<td>Information will be available in April 2022 and will be updated in this report</td>
<td>8, 10</td>
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<td>103-3 Assessment of management approach</td>
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<td>27, 28</td>
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### GRI 408 Child labor 2016
- **408-1 Operations and suppliers at significant risk for incidents of child labor**: We have not identified suppliers with a significant risk of child labor cases during the period.

### GRI 409 Forced or compulsory labor 2016
- **409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor**: We have not identified suppliers with a significant risk of forced or mandatory labor cases during the period.

### GRI 412 Human Rights assessment 2016
- **412-1 Operations that have been subject to human rights reviews or impact assessments**: Operations related to Human Rights have not been assessed during the period.
- **412-2 Employee training on human rights policies or procedures**: During the reporting period, our collaborators have not been trained on these subjects.
- **412-3 Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening**: There have been no significant investment agreements that include Human Rights clauses.

### GRI 417 Marketing and labeling 2016
- **417-1 Requirements for product and service information and labeling**: In 2021, we had 3 cases in Brazil filed with the Conselho Nacional de Autorregulamentação Publicitária (CONAR), the agency in charge of overseeing advertising campaigns in that country.
  - Dispute with Magazine Luiza over the use of the statement “Brazil’s Fastest Shipment”. CONAR recognized the legitimacy of the studies that Mercado Libre and Magazine Luiza presented to compare competitors and demonstrate who was the fastest. The entity authorized the two companies to use the statement, as long as the source of the information is included.
  - Mercado Libre received a complaint questioning the offer of “free shipping” and its disclaimer that appears in the marketing campaigns. CONAR determined that the disclaimer should be included in a more legible form (font size and color composition).
  - Mercado Pago received a complaint of the campaign “Opposite - Children’s Toy X Adult Toy” for relating, even indirectly, the children’s universe with adult products. CONAR did not observe any legal non-compliance in the campaign and closed the complaint.

- **417-2 Incidents of non-compliance concerning product and service information and labeling**: In 2021, we received 29,763 rights exercises by users and third parties, carried out through formal channels (manual and automated). Regarding formalized claims, we received a total of 8 third-party complaints filed with the regulatory authority. During the reporting period, we have identified 2 security incidents that involved personal data of users.

### Material Issues: Business

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<tr>
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<th>Content</th>
<th>Answer</th>
<th>SDG</th>
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<tr>
<td>GRI 408</td>
<td>Child labor 2016</td>
<td>408-1 Operations and suppliers at significant risk for incidents of child labor</td>
<td>We have not identified suppliers with a significant risk of child labor cases during the period</td>
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<td>Forced or compulsory labor 2016</td>
<td>409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor</td>
<td>We have not identified suppliers with a significant risk of forced or mandatory labor cases during the period</td>
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<td>412-2 Employee training on human rights policies or procedures</td>
<td>During the reporting period, our collaborators have not been trained on these subjects</td>
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<td>412-3 Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening</td>
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<td>GRI 417</td>
<td>Marketing and labeling 2016</td>
<td>417-1 Requirements for product and service information and labeling</td>
<td>In 2021, we had 3 cases in Brazil filed with the Conselho Nacional de Autorregulamentação Publicitária (CONAR), the agency in charge of overseeing advertising campaigns in that country.</td>
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<td></td>
<td>417-2 Incidents of non-compliance concerning product and service information and labeling</td>
<td>In 2021, we had 3 cases in Brazil filed with the Conselho Nacional de Autorregulamentação Publicitária (CONAR), the agency in charge of overseeing advertising campaigns in that country.</td>
<td>12</td>
</tr>
</tbody>
</table>

### Material Issues: User Trust and Security

<table>
<thead>
<tr>
<th>GRI Standard</th>
<th>Content</th>
<th>Answer</th>
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</tr>
</thead>
<tbody>
<tr>
<td>GRI 103</td>
<td>Management approach 2016</td>
<td>103-1 Explanation of material aspects and coverage</td>
<td>In 2021 we received 29.763 rights exercises by users and third parties, carried out through formal channels (manual and automated). Regarding formalized claims, we received a total of 8 third-party complaints filed with the regulatory authority. During the reporting period, we have identified 2 security incidents that involved personal data of users.</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td></td>
<td>103-2 Management approach and components</td>
<td></td>
<td>9</td>
</tr>
<tr>
<td></td>
<td></td>
<td>103-3 Assessment of management approach</td>
<td></td>
<td>9</td>
</tr>
<tr>
<td>GRI 415</td>
<td>Customer health and safety 2016</td>
<td>415-1 Assessment of products or services category impact on health and safety</td>
<td></td>
<td>9</td>
</tr>
<tr>
<td></td>
<td></td>
<td>415-2 Noncompliance related to products or services category impact on health and safety</td>
<td></td>
<td>9</td>
</tr>
</tbody>
</table>

### Material Issues: Digital Education and Inclusion

<table>
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<tr>
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<th>Content</th>
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</tr>
</thead>
<tbody>
<tr>
<td>GRI 103</td>
<td>Management approach 2016</td>
<td>103-1 Explanation of material aspects and coverage</td>
<td></td>
<td>8, 9, 10, 17</td>
</tr>
<tr>
<td></td>
<td></td>
<td>103-2 Management approach and components</td>
<td></td>
<td>8, 9, 10, 17</td>
</tr>
<tr>
<td></td>
<td></td>
<td>103-3 Assessment of management approach</td>
<td></td>
<td>8, 9, 10, 17</td>
</tr>
<tr>
<td>GRI STANDARD</td>
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<td>ANSWER</td>
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</tr>
<tr>
<td>GRI 101 FUNDAMENTAL 2016</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**MATERIAL ISSUE: DIGITAL EDUCATION AND INCLUSION**

- **GRI 413 Local communities 2016**
  - 413-1 Operations involving the local community, impact assessment and development programs
  - 413-2 Operations with significant actual and potential negative impacts on local communities
  - Page 40-56

**MATERIAL ISSUE: ETHICS AND TRANSPARENCY**

- **GRI 103 Management approach 2016**
  - 103-1 Explanation of material aspects and coverage
  - 103-2 Management approach and components
  - 103-3 Assessment of management approach
  - Page 12, 21, 22

- **GRI 205 Anti-corruption 2016**
  - 205-1 Operations assessed for corruption-related risks
  - 205-2 Anti-corruption communication and training policies and procedures
  - 205-3 Confirmed incidents of corruption and actions taken
  - Page 12, 20, 21

- **GRI 206 Anti-competitive behavior 2016**
  - 206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices
  - At the close of this report there was no formal investigation open against Mercado Libre.
  - Page 12

- **GRI 415 Public policy 2016**
  - 415-1 Political contributions
  - During 2021, no contributions were made to political parties or representatives.
  - Page 12

- **GRI 419 Socioeconomic compliance 2016**
  - 419-1 Breach of social and economic laws and regulations
  - In Brazil, a verification was initiated in connection with an alleged criminal and environmental infraction for noise pollution at the Crossdocking in São José. At the closing of this report, the case is still pending resolution at the State Public Ministry.
  - Page 12

**MATERIAL ISSUE: REDUCTION OF THE CARBON FOOTPRINT**

- **GRI 103 Management approach 2016**
  - 103-1 Explanation of material aspects and coverage
  - 103-2 Management approach and components
  - 103-3 Assessment of management approach
  - Page 13, 59

- **GRI 301 Materials 2016**
  - 301-1 Materials used by weight or volume
  - 301-2 Recycled input materials used
  - 301-3 Reclaimed products and their packaging materials
  - Page 13, 63, 64

- **GRI 302 Energy 2016**
  - 302-1 Energy consumption within the organization
  - 302-2 Energy consumption outside of the organization
  - 302-3 Energy intensity
  - 302-4 Reduction of energy consumption
  - 302-5 Reductions in energy requirements of products and services
  - During the reporting period, we were not able to track energy consumption outside the organization.
  - During the reporting period, there was no reduction in the energy requirements of products and services.
  - Page 13, 61, 62

- **GRI 302 Energy 2015**
  - 302-1 Energy consumption within the organization
  - 302-2 Energy consumption outside of the organization
  - 302-3 Energy intensity
  - 302-4 Reduction of energy consumption
  - 302-5 Reductions in energy requirements of products and services
  - During the reporting period, there was no reduction in the energy requirements of products and services.
  - Page 13, 61, 62
**GRI 101 FUNDAMENTAL 2016**

**GRI STANDARD** | **CONTENT** | **ANSWER** | **SDG** | **PAGE**
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**MATERIAL ISSUE: REDUCTION OF THE CARBON FOOTPRINT**

**GRI 303 Water and efforts 2018**

303-1 Interacts with water as a shared resource

Given the nature of our business, our water consumption corresponds to the main water consumption of our offices and distribution centers. We monitor and measure water consumption; however, we do not have additional identifiers of water-related impacts.

13

303-2 Management of water discharge-related impacts

Mercado Libre does not have productive processes that involve the use of water.

13

303-3 Water withdrawal

Mercado Libre does not have productive processes that involve water discharge.

13

303-4 Water discharge

Mercado Libre does not have productive processes that involve water consumption.

13

303-5 Water consumption

13

**GRI 305 Emission 2016**

305-1 Direct greenhouse gas emissions (Scope 1)

<table>
<thead>
<tr>
<th>Greenhouse gas emissions in t CO2e</th>
<th>Reported in 2019</th>
<th>Reported in 2020</th>
<th>Adjusted 2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Global emissions</td>
<td>792.075</td>
<td>793.635</td>
<td>1235.925</td>
<td></td>
</tr>
<tr>
<td>Scope 1</td>
<td>199.824</td>
<td>233.054</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scope 2</td>
<td>590.720</td>
<td>910.581</td>
<td>938.907</td>
<td></td>
</tr>
</tbody>
</table>

13

305-2 Indirect greenhouse gas (GHG) emissions (Scope 2)

Mercado Libre does not have productive processes that involve water discharge.

13

305-3 Other indirect greenhouse gas (GGG) emissions (Scope 3)

Mercado Libre does not have processes by which emissions of this type of substances are generated.

13

305-4 Intensity of greenhouse gas emissions

13

305-5 Reduction of GHG emissions

Mercado Libre does not have processes by which emissions of this type of substances are generated.

13

305-6 Ozone depleting substances (ODS) emissions

13

305-7 NOx, SOx and other significant atmospheric emissions

13

**GRI 306 Waste 2020**

306-1 Waste generation and significant waste-related impacts

13

306-2 Management of significant waste-related impacts

13

306-3 Waste generated

<table>
<thead>
<tr>
<th>Origin of generated waste (in tons)</th>
<th>ARGENTINA</th>
<th>BRAZIL</th>
<th>MEXICO</th>
<th>URUGUAY</th>
<th>CHILE</th>
<th>COLOMBIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aluminum</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Cardboard</td>
<td>1071</td>
<td>3209</td>
<td>2984</td>
<td>1077</td>
<td>98</td>
<td></td>
</tr>
<tr>
<td>Paper</td>
<td>0</td>
<td>22</td>
<td>28</td>
<td>0.013</td>
<td>2.27</td>
<td>9.6</td>
</tr>
<tr>
<td>Plastic</td>
<td>31</td>
<td>327</td>
<td>495</td>
<td>0.016</td>
<td>1.7</td>
<td>1.5</td>
</tr>
<tr>
<td>Wood</td>
<td>0</td>
<td>1844</td>
<td>1743</td>
<td>0</td>
<td>2</td>
<td>1.8</td>
</tr>
<tr>
<td>Organic/ compostable</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>144</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>General</td>
<td>273</td>
<td>109</td>
<td>400</td>
<td>1</td>
<td>95</td>
<td>10</td>
</tr>
<tr>
<td>Total</td>
<td>1543</td>
<td>10066</td>
<td>6405</td>
<td>2320</td>
<td>235</td>
<td>105</td>
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</tbody>
</table>

13

306-4 Waste diverted from disposal

<table>
<thead>
<tr>
<th>Non-hazardous waste by disposal method (in tons)</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Raw</td>
<td>1865.3</td>
<td>2431</td>
</tr>
<tr>
<td>Recycling</td>
<td>3075.6</td>
<td>12392.3</td>
</tr>
<tr>
<td>Composting</td>
<td>176</td>
<td>126.9</td>
</tr>
<tr>
<td>Recovery</td>
<td>427</td>
<td>2367</td>
</tr>
<tr>
<td>Incineration</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Injection in deep wells</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Landfill</td>
<td>1204.41</td>
<td>1624</td>
</tr>
<tr>
<td>On-site Storage</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

13

306-5 Waste directed to disposal

<table>
<thead>
<tr>
<th>Hazardous waste (in tons)</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>First disposal</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Non-disposal</td>
<td>0</td>
<td>0</td>
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</tbody>
</table>

13

**GRI 308 Supplier environmental assessment 2016**

308-1 New vendors who passed environmental screening and selection

13

308-2 Negative environmental impact on the supply chain and measures implemented

During the period of this report, we evaluated the impacts of the new suppliers that we added through the Sustainable Purchasing Policy, in which we contemplate environmental impact criteria such as the consumption of renewable energy or the responsible management of waste.

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<table>
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<td>103-1 Explanation of material aspects and coverage</td>
<td>10</td>
<td>43</td>
</tr>
<tr>
<td>GRI 103 Management approach 2016</td>
<td>103-2 Management approach and components</td>
<td>10</td>
<td>43, 44</td>
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<tr>
<td>GRI 103 Management approach 2016</td>
<td>103-3 Assessment of management approach</td>
<td>10</td>
<td>43, 44</td>
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<td>GRI 103 Management approach 2016</td>
<td>103-1 Explanation of material aspects and coverage</td>
<td>8</td>
<td>45</td>
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<tr>
<td>GRI 103 Management approach 2016</td>
<td>103-2 Management approach and components</td>
<td>8</td>
<td>45-49</td>
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<td>GRI 103 Management approach 2016</td>
<td>103-3 Assessment of management approach</td>
<td>8</td>
<td>45-49</td>
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<td>103-1 Explanation of material aspects and coverage</td>
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<tr>
<td>GRI 103 Management approach 2016</td>
<td>103-2 Management approach and components</td>
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<tr>
<td>GRI 103 Management approach 2016</td>
<td>103-3 Assessment of management approach</td>
<td>3</td>
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</tr>
<tr>
<td>GRI 403 Health and security at work 2018</td>
<td>403-1 Occupational health and safety management system</td>
<td>3</td>
<td>40</td>
</tr>
<tr>
<td>GRI 403 Health and security at work 2018</td>
<td>403-2 Hazard identification, risk assessment, and incident investigation</td>
<td>3</td>
<td>40</td>
</tr>
<tr>
<td>GRI 403 Health and security at work 2018</td>
<td>403-3 Occupational health services</td>
<td>3</td>
<td>40</td>
</tr>
<tr>
<td>GRI 403 Health and security at work 2018</td>
<td>403-4 Worker participation, consultation, and communication on occupational health and safety</td>
<td>3</td>
<td>40</td>
</tr>
<tr>
<td>GRI 403 Health and security at work 2018</td>
<td>403-5 Worker training on occupational health and safety</td>
<td>3</td>
<td>40</td>
</tr>
<tr>
<td>GRI 403 Health and security at work 2018</td>
<td>403-6 Promotion of worker health</td>
<td>3</td>
<td>40</td>
</tr>
<tr>
<td>GRI 403 Health and security at work 2018</td>
<td>403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships</td>
<td>3</td>
<td>40</td>
</tr>
<tr>
<td>GRI 403 Health and security at work 2018</td>
<td>403-8 Workers covered by an occupational health and safety management system</td>
<td>3</td>
<td>40</td>
</tr>
<tr>
<td>GRI 403 Health and security at work 2018</td>
<td>403-9 Work-related injuries</td>
<td>3</td>
<td>40</td>
</tr>
<tr>
<td>GRI 403 Health and security at work 2018</td>
<td>403-10 Work-related ill health</td>
<td>3</td>
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## SASB STANDARD

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<tbody>
<tr>
<td>ENVIRONMENT: HARDWARE INFRASTRUCTURE ENERGY AND WATER MANAGEMENT</td>
<td>CG-EC-130a.1</td>
<td>(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable</td>
<td>61, 62</td>
<td></td>
</tr>
<tr>
<td></td>
<td>CG-EC-130a.2</td>
<td>(1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress</td>
<td>Mercado Libre does not have productive processes that involve discharge.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>CG-EC-130a.3</td>
<td>Discussion of the integration of environmental considerations into strategic planning for data center needs</td>
<td>Currently Mercado Libre does not have data centers.</td>
<td></td>
</tr>
<tr>
<td>SOCIAL CAPITAL: DATA PRIVACY &amp; ADVERTISING STANDARDS</td>
<td>CG-EC-220a.1</td>
<td>Number of users whose information is used for secondary purposes</td>
<td>None. All the purposes are contemplated and informed in the privacy statement and we obtain the consent of the users for its use.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>CG-EC-220a.2</td>
<td>Description of policies and practices relating to behavioral advertising and user privacy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SOCIAL CAPITAL: DATA SECURITY</td>
<td>CG-EC-230a.1</td>
<td>Description of approach to identifying and addressing data security risks</td>
<td>30</td>
<td></td>
</tr>
<tr>
<td>CG-EC-230a.2</td>
<td>(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected</td>
<td>The total number of data breaches identified during 2020 was 2. The percentage of data breaches in which personally identifiable information was subject to the data breach is 52.5%. The total number of unique users who were affected by data breaches was 183,064.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HUMAN CAPITAL: EMPLOYEE RECRUITMENT, INCLUSION &amp; PERFORMANCE</td>
<td>CG-EC-330a.1</td>
<td>Employee engagement as a percentage</td>
<td>94% favorability in the 2020 GPTW survey</td>
<td></td>
</tr>
<tr>
<td></td>
<td>CG-EC-330a.2</td>
<td>(1) Voluntary and (2) involuntary turnover rate for all employees</td>
<td>35</td>
<td></td>
</tr>
<tr>
<td></td>
<td>CG-EC-330a.3</td>
<td>Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees</td>
<td>33, 39</td>
<td></td>
</tr>
<tr>
<td></td>
<td>CG-EC-330a.4</td>
<td>Percentage of technical employees who are H-1B visa holders</td>
<td>Not applicable</td>
<td></td>
</tr>
<tr>
<td>BUSINESS MODEL AND INNOVATION: PRODUCT PACKAGING &amp; DISTRIBUTION</td>
<td>CG-EC-410a.1</td>
<td>Total greenhouse gas (GHG) footprint of product shipments</td>
<td>58</td>
<td></td>
</tr>
<tr>
<td></td>
<td>CG-EC-410a.2</td>
<td>Discussion of strategies to reduce the environmental impact of product delivery</td>
<td>59, 65</td>
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<td>ORGANIZATIONAL OVERVIEW AND EXTERNAL ENVIRONMENT</td>
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<tr>
<td>Ownership and operating structure</td>
<td></td>
</tr>
<tr>
<td>Principal activities and markets</td>
<td></td>
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<tr>
<td>Competitive landscape and market positioning</td>
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<tr>
<td>Position within the value chain</td>
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<tr>
<td>Key quantitative information</td>
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<tr>
<td>Significant factors affecting the external environment</td>
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</tr>
<tr>
<td>Leadership structure, including the skills and diversity</td>
<td>GOVERNANCE</td>
</tr>
<tr>
<td>Specific processes used to make strategic decisions</td>
<td></td>
</tr>
<tr>
<td>How the organization’s culture, ethics and values are reflected in its use of and effects on the capitals</td>
<td></td>
</tr>
<tr>
<td>The responsibility those charged with governance take for promoting and enabling innovation</td>
<td></td>
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<tr>
<td>How remuneration and incentives are linked to value creation in the short, medium and long term</td>
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<tr>
<td>What is the organization’s business model?</td>
<td>BUSINESS MODEL</td>
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<tr>
<td>Inputs</td>
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<td>Business Activities</td>
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<td>Outputs</td>
<td></td>
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<tr>
<td>Outcomes</td>
<td></td>
</tr>
<tr>
<td>Key risks and opportunities</td>
<td>RISKS AND OPPORTUNITIES</td>
</tr>
<tr>
<td>Organization’s approach to any risks that are fundamental to the ongoing ability of the organization to create value</td>
<td></td>
</tr>
<tr>
<td>The organization’s strategic objectives</td>
<td>STRATEGY AND RESOURCE ALLOCATION</td>
</tr>
<tr>
<td>The strategies it has in place, or intends to implement, to achieve those strategic objectives</td>
<td></td>
</tr>
<tr>
<td>The resource allocation plans it has to implement its strategy</td>
<td></td>
</tr>
<tr>
<td>How it will measure achievements and target outcomes for the short, medium and long term</td>
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</tr>
<tr>
<td>Quantitative information</td>
<td>PERFORMANCE</td>
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<td>Impact on capitals</td>
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<tr>
<td>Relationships with stakeholders</td>
<td></td>
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<td>Linkages between past and current performance</td>
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<tr>
<td>Organization’s expectations about the external environment</td>
<td>OUTLOOK</td>
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<tr>
<td>Mechanisms to address challenges and opportunities</td>
<td></td>
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<tr>
<td>CONTENTS</td>
<td>ASPECTS</td>
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<td>----------------------------------</td>
<td>--------------------------------</td>
</tr>
<tr>
<td>BASIS OF PREPARATION AND</td>
<td>How does the organization</td>
</tr>
<tr>
<td>PRESENTATION</td>
<td>determine which issues to</td>
</tr>
<tr>
<td></td>
<td>include in the integrated</td>
</tr>
<tr>
<td></td>
<td>report and how are these</td>
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<tr>
<td></td>
<td>issues quantified or assessed?</td>
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<td>Materiality</td>
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<td>INDUSTRIAL CAPITAL</td>
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<td>INTELLECTUAL CAPITAL</td>
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<td>HUMAN CAPITAL</td>
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</tr>
<tr>
<td>SOCIAL CAPITAL</td>
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<tr>
<td>NATURAL CAPITAL</td>
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